ATTACHMENT A

CARRIER-TO-CARRIER PERFORMANCE PLAN

1. SBC/Ameritech shall provide the Commission with performance measurement results,[1] on a monthly basis in an Excel spreadsheet format, demonstrating SBC/Ameritech's monthly performance provided to the aggregate of all CLECs in the SBC/Ameritech Service Area within each of the 13 SBC/Ameritech States, as compared to SBC/Ameritech's retail performance (where applicable) or as compared to a benchmark. SBC/Ameritech shall also provide the Commission, state commissions in the SBC/Ameritech States, and CLECs with access to SBC/Ameritech's Internet website, where these parties can obtain performance measurement results demonstrating SBC/Ameritech's monthly performance provided to the aggregate of all CLECs, as compared to SBC/Ameritech's retail performance (where applicable). SBC/Ameritech shall also provide the CLECs with access to SBC/Ameritech's Internet website where a CLEC can obtain performance measurement results demonstrating SBC/Ameritech's monthly performance provided to that same CLEC on an individual basis. All such CLEC-specific data shall be made available, subject to protective agreements, to the Commission on SBC/Ameritech's Internet website, and will be made available for review, subject to protective agreements, by state commissions in the SBC/Ameritech States.

2. SBC/Ameritech's implementation of the Plan does not limit either the Commission's or the states' authority regarding performance monitoring, in the context of applications for in-region, interLATA relief under 47 U.S.C. § 271 or otherwise.[2]

3. The performance measurements, benchmarks, and statistical methods utilized in the Plan were based upon those developed in the Texas and California collaborative processes involving SBC/Ameritech's applications for in-region interLATA relief. The performance measurement business rules in Attachment A-2a differ from those approved by the Texas state commission in the following respects:[3]

a. The Plan requires payments to be made to the U.S. Treasury on Measurements #4d, 7, and 13b at the Low level, while in the Texas plan no payments to the Texas State Treasury are made on these measurements;

b. The benchmark for Measurement #1 in the Plan does not require the average of the remainder to be within 20% of the benchmark;

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[1] The Commission understands that these "performance measurement results" shall consist of data collected according to the 20 performance measurements discussed in this Attachment, and listed in Attachments A-1a and A-1b.

[2] The Commission notes that SBC/Ameritech's Plan constitutes the Applicants' voluntary proposal for monitoring and remedying the specific potential public interest harms identified in the merger. In contrast, performance programs being developed by state commissions, particularly in the context of section 271 proceedings, serve a different purpose and may be designed to cover more aspects of local competition in order to prevent backsliding on requirements enumerated in section 271. *See* Order, Section VII.B. (Adopted Conditions).

[3] The fact that these modifications were made should not be interpreted as reflecting the Commission's preference for these modifications over the business rules approved by the Public Utility Commission of Texas.

c. Measurement #16 in the Plan includes additional disaggregation for LNP and LNP with loop;

The performance measurement business rules in Attachment A-2b are those approved by the California state commission.

4. SBC/Ameritech and the Chief of the Common Carrier Bureau shall jointly review the 20 measurements on a semi-annual basis, to determine whether measurements should be added, deleted, or modified. SBC/Ameritech shall provide the Chief of the Common Carrier Bureau with notice of any changes to the design or calculation of these measurements adopted by the Texas or California state commissions. SBC/Ameritech shall incorporate such changes into the Plan in Texas and California, unless directed not to do so by the Chief of the Common Carrier Bureau within 5 days of receiving notice of such changes. The Chief of the Common Carrier Bureau shall, at the next semi-annual review, determine whether and when SBC/Ameritech shall implement such changes adopted by the Texas state commission in the remaining SBC/Ameritech States except for California and Nevada, and whether and when SBC/Ameritech shall implement such changes adopted by the California state commission in Nevada.

Performance Measurements

5. In each SBC/Ameritech State, the Plan shall consist of 20 measurements of performance that may have a direct and immediate impact upon a CLEC's end user customer.[4] The 20 performance measurements are designed to demonstrate whether SBC/Ameritech is providing parity or benchmark performance in its Service Areas to each CLEC. Attachments A-1a and A-1b provide a list of the 20 performance measurements, and Attachments A-2a and A-2b provide a description of the definitions, exclusions, business rules, levels of disaggregation, calculation, and reporting structure for each of the 20 performance measurements.

6. Where SBC/Ameritech provides a CLEC with a service that has a retail analog, the performance SBC/Ameritech provides to its own retail operations within a state shall be compared with the performance SBC/Ameritech provides to the CLEC within the same state to determine if parity exists. Where SBC/Ameritech provides a CLEC a service for which there is no retail analog, the performance SBC/Ameritech provides to the CLEC within a state shall be compared with a benchmark.

7. Generally accepted statistical analyses – i.e., modified Z-tests and a critical Z-value – shall be utilized to determine whether SBC/Ameritech is in parity or has met the benchmark. Attachment A-3 provides a description of how these statistical analyses shall be used.

[4] The Commission reiterates that SBC/Ameritech's selection of these 20 measurements for the purposes of this merger-related Plan has no necessary bearing on the appropriate scope of a performance assurance plan designed in the section 271 context.

Voluntary Payments

8. The Plan shall also consist of voluntary payments to the U.S. Treasury, with monthly and annual caps for the SBC/Ameritech Service Area (allocated on a per state basis). The 20 performance measurements are categorized as being in either the High, Medium, or Low payment level. Attachments A-5a and A-5b provide a list of the 20 performance measurements and the payment level that applies each year. Attachment A-4 provides a table of the voluntary payments, setting forth the per occurrence and per measurement payments at the High, Medium, and Low levels, and the caps for those measurements where voluntary payments are made on a per occurrence basis with a cap. Attachment A-6 provides the per state monthly and annual caps that apply each year. The obligation to make these voluntary payments in all SBC/Ameritech States except Connecticut attaches 270 days after the Merger Closing Date. The obligation to make these voluntary payments in Connecticut attaches 15 months after the Merger Closing Date.

9. SBC/Ameritech shall make voluntary payments to the U.S. Treasury if SBC/Ameritech fails to provide parity or benchmark performance to the aggregate of all CLECs operating in the SBC/Ameritech Service Area in an SBC/Ameritech State on any measurement[5] for either (1) 3 consecutive months, or (2) 6 months or more in a calendar year, as determined by use of the modified Z-tests and a critical Z-value. Voluntary payments for each SBC/Ameritech State shall be made on a per occurrence or per occurrence with a cap basis for measurements listed in Schedule A and on a per measurement basis for measurements in Schedule B of Attachments A-1a and A-1b, applying the statistical analyses and the calculations described in Attachment A-3, the payment level for the measurements in Attachments A-5a and A-5b, and the per-occurrence and per-measurement voluntary payment amounts set forth in Attachment A-4. The voluntary payments shall be calculated on the rolling average of occurrences or measurements, as appropriate, where SBC/Ameritech has failed to provide parity or benchmark performance for 3 consecutive months.[6] If SBC/Ameritech fails to provide parity or benchmark performance in an SBC/Ameritech State for 6 or more months in a calendar year, the voluntary payments shall be calculated as if all such months were missed consecutively.[7]

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[5] The Commission understands that the word "measurement" in this context does not refer to the 20 measurements listed in Attachment A-1a and A-1b, but instead refers to each disaggregated sub-measurement into which the 20 performance measurements are divided. Accordingly, the Commission understands that this Plan will not merely aggregate the various sub-measurements and levels of disaggregation into one score for each of the 20 performance measurements, and then assess whether a voluntary payment is due. Instead, the Commission understands that SBC/Ameritech shall make a voluntary payment as required for any disaggregated sub-measurement. For example, the Commission understands that the number of repeat trouble reports for residential POTS service within a state would represent a distinct disaggregated sub-measurement, and that payment would be due if SBC/Ameritech's performance under this disaggregated sub-measurement is below par for three consecutive months.

[6] The Commission understands that SBC/Ameritech would make a voluntary payment in the event it fails to provide parity of benchmark performance for three consecutive months, and another payment if the failure continues for a fourth consecutive month, and so on. In each case, the payment would be calculated according to the rolling average of occurrences for the last three consecutive out-of-parity months. For example, if SBC/Ameritech is out-of-parity on a measurement for January, February and March, it would make a payment based on the January-February-March average; if it is also out-of-parity for the same measurement in April, it would make another payment, based on the February-March-April average.

[7] By assessing the payments "as if all such months were missed consecutively," the Commission understands

10. In order to ensure that CLECs which order low volumes of certain resold local services and UNEs and that CLECs operating in emerging markets receive parity and benchmark performance, SBC/Ameritech shall increase the voluntary payments calculated in accordance with Paragraph 9 above for measurements 4a-c and 5-13 ("qualifying measurements") and for sub-measurements involving UNE combinations, resold ISDN, ISDN UNE loop and port, BRI loop with test access (i.e., ISDN), and DSL loops within the qualifying measurements where applicable ("qualifying sub-measurements").[8] For these 25 qualifying measurements and 36 qualifying sub-measurements, the voluntary payments calculated using the 3 month rolling average described in Paragraph 9 above shall be multiplied by a factor of 3 under the following circumstances and pursuant to the following methodology. The provisions of this Paragraph 10 only apply in the event that a voluntary payment is owed for a qualifying measurement or qualifying sub-measurement per the provisions of Paragraph 9 (i.e., this Paragraph only applies in the event that SBC/Ameritech has failed to provide parity or benchmark performance on a qualifying measurement or qualifying sub-measurement for 3 consecutive months or in 6 or more months in a calendar year.)

a. Qualifying Measurements. If, for the 3 months that are utilized to calculate the rolling average, there were 100 or more observations on average for the qualifying measurement, then no increase in voluntary payments is owed pursuant to the provisions of this Subparagraph, but the provisions of Subparagraph (b) may apply. If, for the 3 months that are utilized to calculate the rolling average, there were more than 10 but less than 100 observations on average for the qualifying measurement, then (1) SBC/Ameritech shall calculate the voluntary payments to the U.S. Treasury for that qualifying measurement in accordance with Paragraph 9 and shall treble the amount of such voluntary payments for that qualifying measurement, and (2) the provisions of Subparagraph (b) shall not apply with respect to any qualifying sub-measurements within the qualifying measurement.

b. Qualifying Sub-Measurements. If, for the 3 months that are utilized to calculate the rolling average, there were 100 or more observations on average for the qualifying sub-measurement, then no increase in voluntary payments is owed pursuant to the provisions of this Subparagraph. If, for the 3 months that are utilized to calculate the rolling average, there were more than 10 but less than 100 observations on average for the qualifying sub-measurement, then SBC/Ameritech shall calculate the voluntary payments to the U.S. Treasury for that qualifying sub-measurement in accordance with Paragraph 9 and shall treble the amount of such voluntary payments for that qualifying sub-measurement. Per the provisions of

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that four payments would be made in a year where a measure is out-of-parity for six months (and five payments in a year where a measure is out-of-parity for seven months, and so on).

[8] The Commission recognizes that the use of the terms "qualifying measurement" and "qualifying sub-measurement" may generate some confusion (in particular, because the terms "measurement" and "sub-measurement" are not used consistently, *see supra* note 5). The Commission interprets the term "qualifying measurement" as applying to the following 25 measurements and sub-measurements: 4a, 4b, 4c, 5a, 5b, 5c, 6a, 6b, 6c, 7a, 7b, 7c, 8, 9, 10a, 10b, 11a, 11b, 11c, 12a, 12b, 12c, 13a, 13b and 13c. The Commission interprets the term "qualifying sub-measurements" as applying to the 36 disaggregated sub-levels of these "qualifying measurements" that correspond to the following resale services and UNEs: UNE combinations (applicable to 4a, 5a, 6a, 7a, 10a, 11a, 12a, and 13a); resold ISDN, and ISDN UNE loop and port (applicable to 4b, 5b, 6b, 7b, 11b, 12b, and 13b); and BRI loop with test access, and DSL loops (applicable to 4c, 5c, 6c, 7c, 11c, 12c, and 13c).

Subparagraph (a), the provisions of this Subparagraph do not apply to any qualifying sub-measurements within a qualifying measurement for which treble voluntary payments are owed.

c. When SBC/Ameritech and the Chief of the Common Carrier Bureau jointly review the 20 measurements on a semi-annual basis in accordance with Paragraph 4, the Chief of the Common Carrier Bureau may substitute, on a one-for-one basis, the sub-measurements associated with any other existing service or UNE within measurements 4a, 4b, or 4c for the initial set of qualifying sub-measurements.[9] During this semi-annual review, the Chief of the Common Carrier Bureau may also increase the number of qualifying sub-measurements by including, from the list of qualifying measurements, the sub-measurements associated with new services and/or UNEs as qualifying sub-measurements. The Chief of the Common Carrier Bureau may add a maximum of 3 such new services and/or UNEs over the duration of the Plan.[10]

11. The monthly and annual caps on the total amount of voluntary payments for which SBC/Ameritech shall be liable, as provided for in Attachment A-6, may be reduced by an amount up to $125 million in the third year of the Plan if SBC/Ameritech completes the OSS enhancement commitments provided for in Paragraph 15(c), Paragraphs 26-28, and/or Paragraph 31 by a date that is sooner than the target dates for the OSS commitments specified in such Paragraphs, as follows:

a. The monthly and annual caps on the total amount of voluntary payments for which SBC/Ameritech shall be liable may be reduced by an amount up to $45 million during the third 12 month period if SBC/Ameritech completes the OSS enhancement commitments provided for in Paragraph 15(c) early. If SBC/Ameritech completes Phase 3 of Paragraph 15(c) within the SBC/Ameritech Service Area in all SBC/Ameritech States except Connecticut earlier than 14 months after the Merger Closing Date, excluding any time that is spent in completing Phase 2 beyond the 30 days allotted for reaching a written agreement with the CLECs, the annual caps shall be reduced by $10 million if 30 days early, $15 million if 60 days early, $20 million if 90 days early, $25 million if 120 days early, $35 million if 150 days early, and $45 million if 180 days early.

b. The monthly and annual caps on the total amount of voluntary payments for which SBC/Ameritech shall be liable may be reduced by an amount up to $40 million during the third 12 month period if SBC/Ameritech completes the OSS enhancement commitments provided for in Paragraphs 26-28 early. If SBC/Ameritech completes Phase 3 of Paragraph 28 within the SBC/Ameritech Service Area in all SBC/Ameritech States except Connecticut within

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[9] The Commission understands that the Chief of the Common Carrier Bureau may elect to substitute, for example, all "qualifying sub-measurements" relating to resold ISDN (*i.e.,* 4b, 5b, 6b, 7b, 11b, 12b, and 13b) with the corresponding sub-measurements relating to another resold service or UNE (such as resold DS1 service, or a new resold service which SBC/Ameritech may offer in the future).

[10] The Commission understands that, by selecting 8 dB loop, DS1 Loop and Dark Fiber as such "new services and/or UNEs," the Chief of the Common Carrier Bureau would effectively add to the "multiplier" provision of the Plan a total of 21 new qualifying sub-measurements (*i.e.,* the disaggregated sub-measurements corresponding to these UNEs under 4c, 5c, 6c, 7c, 11c, 12c, and 13c). Under this example, the Chief of the Common Carrier Bureau would be unable to add more new services and/or UNEs to the "multiplier" provision (as the limit of three would be spent), but could still substitute services and/or UNEs, as set forth in Paragraph 10c and note 9**.**

less than 24 months after the Merger Closing Date, excluding any time that is spent in completing Phase 2 beyond the 30 days allotted for reaching a written agreement with the CLECs, the annual caps shall be reduced by $5 million if 30 days early, $10 million if 60 days early, $15 million if 90 days early, $20 million if 120 days early, $30 million if 150 days early, and $40 million if 180 days early.

c. The monthly and annual caps on the total amount of voluntary payments for which SBC/Ameritech shall be liable may be reduced by an amount up to $45 million during the third 12 month period if SBC/Ameritech completes the OSS enhancement commitments provided for in Paragraph 31 early. If SBC/Ameritech completes Phase 3 of Paragraph 31 within the SBC/Ameritech Service Area in all SBC/Ameritech States within less than 30 months after the Merger Closing Date, excluding any time that is spent in completing Phase 2 beyond the 30 days allotted for reaching a written agreement with the CLECs, the annual caps shall be reduced by $5 million if 30 days early, $10 million if 60 days early, $15 million if 90 days early, $20 million if 120 days early, $30 million if 150 days early, and $40 million if 180 days early.

d. Any required reductions in the annual cap during the third 12-month period pursuant to Subparagraphs (a)-(c) above shall be prorated across all 13 SBC/Ameritech States and apportioned to monthly caps utilizing the same ratios used to develop the tables in Attachment A-6.

12. The amount of payments otherwise due each month under this Plan in a state shall be offset by the sum of (1) the amount of any payments made by SBC/Ameritech to private or public parties (including, but not limited to, CLECs, state commissions, state governments, public interest funds or groups, or other entities) each month under any state-approved local interconnection performance monitoring or performance measurement plan in that state, and (2) the amount of payments made by SBC/Ameritech related to performance measurements paid to CLECs each month in that state under the terms of an approved local interconnection agreement with SBC/Ameritech. Provided, however, that the amount of any payments made to affiliates of SBC/Ameritech shall not be used in calculating the offset.

13. Performance measurement results for each month shall be available to the Commission, state commissions and CLECs by the 20th day of the following month. If SBC/Ameritech becomes liable for voluntary payments to the U.S. Treasury, such payments shall be made 30 days after the performance measurement results become available. If such payments are made, SBC/Ameritech shall provide notice to the Commission within 5 business days after the payment is made.

14. SBC/Ameritech shall not be liable for voluntary payments to the U.S. Treasury if SBC/Ameritech's failure to provide parity or benchmark performance is caused by an Act of God, or a *force majeure* event. If SBC/Ameritech determines through "root cause analysis" that it failed to provide parity or benchmark performance for any reason listed above, SBC/Ameritech may seek a waiver from the Chief of the Common Carrier Bureau relieving SBC/Ameritech from voluntary payments to the U.S. Treasury. SBC/Ameritech shall have the burden of proof to make the required showing, and shall have a right of appeal to the Commission. If SBC/Ameritech seeks such a waiver, SBC/Ameritech shall place the voluntary

payments at issue into an interest bearing escrow account. If SBC/Ameritech fails to carry its burden of proof, the amount of voluntary payments paid into the escrow account, including any accrued interest, shall be remitted to the U.S. Treasury. If SBC/Ameritech carries its burden of proof, the amount of voluntary payments paid into the escrow account, including any accrued interest, shall be returned to SBC/Ameritech.

15. Voluntary payments made by SBC/Ameritech under the Plan shall not be reflected in the revenue requirement of an SBC/Ameritech incumbent LEC.

16. The measurements and benchmarks under the Plan bear no necessary relationship to the standard of performance that satisfies SBC/Ameritech's legal obligations in a particular state, and payments under the Plan shall not constitute an admission by SBC/Ameritech of any violation of law or noncompliance with statutory or regulatory requirements with respect to the provision of local facilities or services to SBC/Ameritech's wholesale or retail customers.

Attachment A-1a

SBC/Midwest PERFORMANCE MEASUREMENTS (EXCEPT CALIFORNIA AND NEVADA)

Schedule A – Performance Measurements Subject to Per Occurrence or Per Occurrence With Cap Voluntary Payments:

OSS
1. % FOC Received Within "X" Hours (per occurrence with cap)
2. Average Response Time For OSS Pre-Order Interfaces (per occurrence with cap)
3. Order Process Percent Flow Through (per occurrence with cap)

Provisioning
4. SBC Caused Missed Due Dates
5. Installation Trouble Reports Within "X" Days
6. Mean Installation Intervals
7. Average Delay Days For SBC/Midwest Caused Missed Due Dates
8. Average Installation Interval – DSL
9. Average Response Time For Loop Qualification Information

Maintenance
10. % Missed Repair Commitments
11. % Repeat Reports
12. Mean Time To Restore
13. Trouble Report Rate

Interconnection
14. Average Trunk Restoration Interval For Service Affecting Trunk Groups
15. % Trunk Blockage (per occurrence with cap)

Local Number Portability
16. % Pre-Mature Disconnects (Coordinated Cutovers)

Collocation
17. % Missed Collocation Due Dates

Billing
18. Billing Timeliness (per occurrence with cap)

Schedule B – Performance Measurements Subject to Per Measurement Voluntary Payments:

OSS
19. OSS Interface Availability

Interconnection
20. Common Transport Trunk Blockage

Attachment A-2a

SBC/Midwest PERFORMANCE MEASUREMENT BUSINESS RULES (EXCEPT CALIFORNIA AND NEVADA)

OSS

1. Measurement
Percent Firm Order Confirmations (FOCs) Returned on time for LSR requests.
Definition:
Percent of FOCs returned within a specified time frame from receipt of a complete and accurate service request to return of confirmation to CLEC
Exclusions:
• Rejected (manual and electronic) LSRs • SBC/Midwest only Disconnect orders • Services ordered out of the Access Tariff • Interconnection Orders • Unbundled Dedicated Transport Orders
Business Rules:
FOC business rules are established to reflect the Local Service Center (LSC) normal hours of operation, which include M-F, 7:00 AM to 5:00 PM, excluding, holiday and weekends. If the start/time is outside of normal business hours then the start date/time is set to 7:00 AM on the next business day. Example: If the request is received Monday through Friday between 7:00 AM to 5:00 PM; the valid start time will be Monday through Friday between 7:00 AM to 5:00 PM. If the actual request is received Monday through Thursday after 5:00 PM and before 7:00 AM next day; the valid start time will be the next business day at 7:00 AM. If the actual request is received Friday after 5:00 PM and before 7:00 AM Monday; the valid start time will be at 7:00 AM Monday. If the request is received on a Holiday (anytime); the valid start time will be the next business day at 7:00 AM. For LSRs received electronically requiring no manual intervention by the LSC, the OSS hours of operation will be used in lieu of the LSC hours of operation (i.e., actual OSS processing time outside of LSC hours will not be excluded in calculating the interval). The returned confirmation to the CLEC will establish the actual end date/time. Provisions are established within the DSS reporting systems to accommodate situations when the LSC works holidays, weekends and when requests are received outside normal working hours. For UNE Loop and Port combinations, orders requiring N, C, and D orders, the FOC is sent back at the time the C order is distributed All UNE P orders are categorized as Simple or Complex in the same manner as Retail or Resale orders are categorized. All times are Central Standard Time. If the CLEC accesses SBC/Midwest systems using a Service Bureau Provider, the measurement of SBC/Midwest's performance does not include Service Bureau Provider processing, availability or response time.

ENHANCEDLEX /EDI

For ENHANCEDLEX and EDI originated LSRs, the start date and time is the receive date and time that is automatically recorded by the interface (EDI or ENAHANCEDLEX) with the system date / time. The end date and time is recorded by the interface (ENHANCEDLEX and EDI) and reflect the actual date and time the FOC is available to the CLEC.

MANUAL REQUESTS

Manual service order requests are those initiated by the CLEC either by, fax, or other manual methods (i.e. courier). The FAX receipt date and time is recorded and input on each service order in the service order system for each FOC opportunity. The end time is the actual date and time that a successful attempt to send a paper fax, is made back to the CLEC. In these instances, the order distribution time is uesd as the FOC end date and time.

Levels of Disaggregation:

Electronic/Electronic

- Resale (residential and simple business combined)
- UNE-P (POTS loop/port combinations)
- UNE loop (excluding DSL loops), with or without LNP
- DSL capable loops (including standalone loops, line sharing and line splitting)
- LNP only
- Broadband DSL capable Loops (including standalone loops, line sharing and line splitting)
- All other

Manual Intervention

- Resale (residential and simple business combined)
- UNE-P (POTS loop/port combinations)
- UNE loop (excluding DSL loops), with or without LNP
- DSL capable loops (including standalone loops, line sharing and line splitting)
- LNP only
- Broadband xDSL capable Loops
- All Other (Includes order types that require manual submission)

Calculation:	Report Structure:

(# FOCs returned within "x" hours ÷ total FOCs sent) * 100	Reported by CLEC , all CLECs and SBC/Midwest affiliate where applicable (or SBC/Midwest acting on behalf of its' affiliate.). This includes mechanized from EDI and ENHANCEDLEX and manual (FAX or orders)

Measurement Type:

Y3 - Med

Benchmark:

Electronic – Electronic 95% within 120 minutes.

Manual Intervention - 95% within the benchmark defined below:

Within 5 Hours for the following service types:

- Mechanized Simple Res/Bus/Mechanized UNE Loop (1-49)/Mechanized Switch Ports/ Mechanized LNP with Loop (1-19)/Mechanized Simple Res & Bus LNP Only (1-19)/Mechanized Simple Res & Bus LNP Only (20+)

Within 6 Hours for the following service types:

- Mechanized UNE xDSL Capable Loop (1-20)/Mechanized Line Sharing (1-49)
- Mechanized Broadband xDSL Capable Loop (1-20)/Mechanized Broadband line sharing (1-49)

Within 14 Hours for the following service types:

- Mechanized UNE xDSL Capable Loop (>20)/Mechanized Line Sharing (>49)
- Mechanized Broadband xDSL Capable Loop (>20)/Mechanized Broadband line sharing (>49)

Within 24 Hours for the following service types:

- Manual and Mechanized Complex Bus (1-200)/ Manual and Mechanized LNP Complex Business (1-19)/Manual Simple Res./Bus, Manual Simple Res./Bus. LNP Only (1-19)/Manual UNE Loop(1-49)/Manual Switch Ports/ Manual LNP with Loop (1-19)/ Manual LNP Complex Business (1-19)/Manual UNE xDSL Capable Loop (1-49)/Manual Line Sharing (1-49)
- Manual Broadband xDSL Capable Loop (1-49)/Manual Broadband Line Sharing (1-49)

Within 48 Hours for the following service types:

- Manual and Mechanized Complex Bus (>200)/Manual and Mechanized UNE Loop (>50)/ Manual and Mechanized LNP Complex Business (20-50 Lines)/ Manual and Mechanized LNP with Loop (>20)/Manual UNE xDSL Capable Loop (> 49)/ Manual Line Sharing (>49)/Manual Simple Res & Bus LNP Only (20+)
- Manual Broadband xDSL Capable Loop (>49)/Manual Broadband Line Sharing (>49)

Within 60 minutes for the following service types:

- Electronic/Electronic Broadband DSL capable loops (including standalone loops, line sharing and line splitting)

Within the Negotiated interval for the following service types:

- Manually and Mechanized LNP Complex Business (>50)

The critical-z does not apply to this measure.

2. Measurement (Non Uniform Interfaces)

Average Response Time For OSS Pre-Order Interfaces

Definition:

The average response time in seconds from the SBC/Midwest side of the Remote Access Facility (RAF) and return for pre-order interfaces (Verigate, /EDI(LSOG1/LSOG4)/CORBA) by function.

Exclusions:

None.

Business Rules:

The clock starts on the date/time when the request is received by SBC/Midwest and the clock stops on the date/time when the SBC/Midwest has completed the transmission of the response to the CLEC. Timestamps are taken at the Verigate servers and do not include transmission time through the RAF. Response time is accumulated for each major query type, consistent with the specified reporting dimension, and then divided by the associated total number of queries received by SBC/Midwest during the reporting period. The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site. (SBC/Midwest will not schedule system maintenance during normal business hours (8 AM to 5:30 PM Central Time Monday through Friday). If the CLEC accesses SBC/Midwest systems using a Service Bureau Provider, the measurement of SBC/Midwest's performance does not include Service Bureau Provider processing, availability or response time.

Levels of Disaggregation:

- Address Verification
- Request For Telephone Number
- Request For Summary Customer Service Record (CSR) < = 30 WTNs (Also broken down for Lines as required for DIDs). (EDI LSOG1-Only)
- Request For Summary Customer Service Record (CSR) > 30 WTNs (Also broken down for Lines as required for DIDs). (EDI LSOG1-Only)
- Request For Detailed Customer Service Record (CSR) < 30 WTNs (EDI LSOG4, Verigate & CORBA)
- Service Availability
- Service Appointment Scheduling (Due Date)
- Dispatch Required
- PIC
- DSL Loop Qualification
- DSL Loop Qualification-Archived Actuals

Calculation:	Report Structure:
Σ[(Query Response Date & Time) - (Query Submission Date & Time)] ÷ (Number of Queries Submitted in	Reported on a CLEC , all CLECs, and SBC/Midwest affiliate where applicable (or SBC/Midwest acting

Reporting Period)	on behalf of its' affiliate) for EDI(LSOG1/LSOG4)/CORBA and VERIGATE

Measurement Type:

Y3 - Med

Benchmark:

Benchmarks for summary CSR applies to < = 30 WTNs. Benchmarks for Loop Makeup Information are interim until all parties agree that sufficient data is available to set final benchmarks Critical z-value does not apply

: Verigate, CORBA &:

	EDI(LSOG1)	**EDI (LSOG4)**
Request for:		
Address Validation	4.7sec.	4.7 sec.
Telephone number TN	4.5 sec.	4.5 sec.
Request for CSR	6.6 sec.	6.6 sec.
Service Availability	6.6 sec.	6.6 sec.
Service Appointment Scheduling Due Date	1.0 sec.	
Dispatch Required	Reported in Dispatch Required 12.6 sec	12.6 sec.
PIC	28.0 sec.	19.1 sec.
DSL Loop Qualification	Diagnostic To be determined At six mth review	Diagnostic To be determined At six mth review
DSL Loop Qualification-Archived Actuals	Does Not Apply	Diagnostic to be determined At six mth review

2A. Measurement (Uniform Interfaces)

Percent Responses Received within "X" seconds – OSS Interfaces

Definition:

The percent of responses completed in "x" seconds for pre-order interfaces (EnhancedVerigate, DataGate,EDI and CORBA)by function.

Exclusions:

- None

Business Rules:

For non-uniform DataGate versions, the clock starts on the date/time when the request is received by SBC/ MIDWEST, and the clock stops on the date/time when SBC/ MIDWEST has completed the transmission of the response to the CLEC. Timestamps are taken at the DataGate servers and do not include transmission time through the LRAF**.** The response time is measured only within the published hours of interface availability. Published hours of interface availability are documented on the CLEC web site.

Timestamps for the uniform interfaces (Uniform DataGate, EnhancedVerigate, EDI and CORBA) are taken at the SBC Pre-Order Adapter and do not include transmission time through the xRAF or protocol translation times**.** The clock starts on the date/time when the query is received by the SBC Pre-Order Adapter and stops at the date/time the SBC Pre-Order Adapter passes the response back to the interfacing application (Uniform DataGate, EnhancedVerigate, EDI pre-order or CORBA). The response time is measured only within the published hours of interface availability as posted on the CLEC on-line website.

For the protocol translation response times, interface input times start at the time the interface receives the pre-order query request from the CLEC and the end time is when the connection is made to the SBC Pre-Order Adapter for processing. Interface output times start when the interface receives the response message back from SBC Pre-Order Adapter and the end time is when the message is sent to the CLEC.

If the CLEC accesses SBC/ MIDWEST systems using a Service Bureau Provider, the measurement of SBC/ MIDWEST 's performance does not include Service Bureau Provider processing, availability or response time.

Levels of Disaggregation:

- Address Verification
- Telephone Number Assignment (includes inquiry, reservation, confirmation and cancellation transactions)
- Customer Service Inquiry Record (CSI) < = 30 WTNs (Also broken down for Lines as required for DIDs).
- Service/Feature Availability
- Service Appointment Scheduling (Due Date)
- Dispatch Required

- PIC / LPIC
- Actual Loop Makeup Information requested
- Design Loop Makeup Information requested(includes Pre-Qual transactions)
- Protocol translation time – EDI(includes input and output times)
- Protocol translation time – CORBA(includes input and output times)

- Protocol translation time – Uniform DataGate (includes input and output times)
- Protocol translation time – EnhancedVerigate (includes input and output times)

Calculation:	Report Structure:
(# of responses within each time interval ÷ total responses) * 100	Reported on a CLEC, all CLECs, and SBC/ MIDWEST affiliate where applicable (or SBC/ MIDWEST acting on behalf of its' affiliate), by interface.

Measurement Type:

Y 3 – M

Benchmark:

No damages will apply to the Protocol Translation Times for EDI, Uniform DataGate and EnhancedVerigate. Critical z-value does not apply.

Measurement	Non-Uniform DataGate/EDI/CORBA	Uniform DataGate, EnhancedVerigate, EDI and CORBA
Address Verification	95% in <= 10 seconds	95% in <= 10 seconds
Telephone Number Assignment (includes inquiry, reservation, confirmation and cancellation transactions)	95% in<= 7 seconds	95% in <= 10 seconds
Customer Service Summary (non-uniform) /Customer Service Inquiry (Uniform)	90% in <= 8 seconds 95% in <= 13 seconds	95% in <=15 seconds
Service/Feature Availability	95% in <= 13 seconds	95% in <=13 seconds
Service Appointment Scheduling (Due Date)	95% in <= 4 seconds	95% in <=5 seconds
Dispatch Required	95% in <= 19 seconds	95% in <=19 seconds
PIC / LPIC	95% in <= 25 seconds	95% in <=25 seconds
Actual Loop Makeup Information requested (5 or less loops searched)	95% in <= 30 seconds	95% in <=30 seconds
Actual Loop Makeup Information requested (greater than 5 loops searched)	95% in <= 60 seconds	95% in <= 60 seconds
Design Loop Makeup Information requested(includes Pre-Qual transactions)	95% in <= 15 seconds	95% in <=15 seconds
Protocol Translation Time – EDI(input and output)	95% in <= 4 Seconds	95% in <= 4 seconds -

Protocol Translation Time – CORBA (input and output)	95% in = 1 second	95% in <=1 seconds
Protocol Translation Time – Uniform DataGate (input and output)	N/A	95% in <= 1 seconds Diagnostic until data has been reported for 6 months
Protocol Translation Time – EnhancedVerigate (input and output)	N/A	95% in <= 1 seconds Diagnostic until data has been reported for 6 months

3. Measurement

Order Process Percent Flow Through

Definition:

Percent of orders from entry to distribution that progress through SBC/Midwest ordering systems without manual intervention.

Exclusions:

- Excludes rejected orders
- For new versions of the ordering systems which provide additional flow through capabilities, orders that have the potential to flow through in the new version, but for which CLEC utilized the older version, should be excluded from this measurement in both the numerator and denominator.

Business Rules:

The number of orders that flow through SBC/Midwest's ordering systems and are distributed in service order system without manual intervention, divided by the total number of eligible orders and orders that would flow through within the reporting period. Orders that fall out for manual handling, that are worked by SBC/Midwest and not rejected back to CLEC due to CLEC caused errors, will be included as failed pass-through occurrences.

Levels of Disaggregation:

- **ENHANCEDLEX**
- EDI

The data reported by interface, as specified above, will be used to determine the amount of any voluntary payments under this measurement. In addition, for the LEX and EDI interface, SBC/Midwest will report its performance separately by order type (Resale POTS, UNE combinations POTS, specials (resale and UNE combinations), UNE loops, DSL-capable loops, and other). Voluntary payments will not apply to the reports that are disaggregated by order type.

Calculation:	Report Structure:
(# of orders that flow through ÷ total eligible orders and orders that flow through) * 100	Reported by individual CLEC, CLECs and SBC/Midwest and SBC/Midwest affiliate.

Measurement Type:

Y3 - High

Benchmark:

Parity

A. Provisioning

4a. Measurement

Percent SBC/Midwest Caused Missed Due Dates - POTS

Definition:

Percent of N, T, C orders, (by circuits for specials), where installation was not completed by the due date, or were cancelled by the due date, as a result of a SBC/Midwest Caused Missed Due Date.

Exclusions:

- Excludes orders that are not N, T, or C
- Excludes Interconnection Trunks (Specials)
- Excludes Customer Caused Misses (Specials)

Business Rules:

The Due Date is the negotiated date by the customer and the SBC/Midwest representative for service activation. For CLEC orders, the due date is the due date reflected on the FOC. The Completion Date is the day that SBC/Midwest personnel complete the service order activity. POTS and UNE-P are measured at the order level. Resale specials are measured at the circuit level. This measure includes in both the numerator and denominator the number of orders cancelled after a SBC/Midwest – caused missed due date.

Levels of Disaggregation:

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE-P

- Field Work (FW)
- No Field Work (NFW)

Resale Specials

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:

(Count of N, T, C orders/circuits not completed by the due date or cancelled after the due date as a result of a SBC/Midwest caused (excluding customer caused misses) missed due date ÷ total number of orders/circuits plus total cancels as a result of SBC/Midwest caused missed due dates) * 100	Reported for CLEC, all CLECs and SBC/Midwest
Measurement Type:	
Y3 - High	
Benchmark:	
Resale POTS parity between Field Work compared to SBC/Midwest Field Work (N, T, C order types) and No Field Work compared to SBC/Midwest Retail No Field Work (N, T, C order types). UNE-P Parity between Field Work compared to SBC/Midwest Field Work (N, T, C order types) and No Field Work compared to SBC/Midwest Retail No Field Work. (N, T, C order types) Resale Specials – Parity with SBC/ MIDWEST Retail	

Delete Measure and Combine with PM 4a

4c. Measurement

Percent SBC/Midwest Caused Missed Due Dates - UNE

Definition:

Percent of UNEs (8db loops are measured at an item level) where installations are not completed by the negotiated due date.

Exclusions:

- Specials and Interconnection Trunks
- Excludes UNE-Ps captured in the POTS or Specials measurements
- Exclude orders that are not N, T, or C
- Excludes customer caused misses

Business Rules:

The Due Date starts the clock. The Completion Date is the day that SBC/Midwest personnel complete the service order activity, which stops the clock. If the completion date is after the Due Date, the order is flagged as a miss. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an item level to facilitate comparison with POTS retail. This measure includes in both the numerator and denominator the number of orders canceled after a SBC/Midwest-caused missed due date. UNE cancels are measured at the item level.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and / or agreed to by the parties
- 8.0 dB Loop (without Test Access)
  - Field Work (FW)
  - No Field Work (NFW)
- DSL loops
  - with line sharing
  - with no line sharing
- DSL Loops with Line Splitting
- Broadband service product
  - Broadband Loops with Line Sharing
  - Broadband Loops with No Line Sharing
  - Combined voice and data loops with no Line Sharing

Calculation:	Report Structure:
Count (# of UNEs with missed due dates and the number of UNEs cancelled after the due date as a result of an SBC/Midwest cause ÷ total items installed and total items cancelled as a result of a SBC/Midwest cause) *100	Reported by CLEC and all CLECs, SBC/Midwest or affiliates.

Measurement Type:

Y3 – High

Payments will be made on either a combination of PM 6c and PM 6c.1 or PM 4c, (but not both), whichever yields the higher dollar amount

Benchmark:	
Parity:	Retail Comparison
1. 8.0 dB Loop without Test Access (FW)	POTS (Res/Bus FW) excluding POTS ISDN
2. 8.0 dB Loop without Test Access (NFW)	POTS (Res/Bus NFW)
3. BRI Loop without Test Access	ISDN/BRI (including POTS and Designed ISDN)
4. ISDN BRI Port	ISDN/BRI (including POTS and Designed ISDN)
5. DS1 Loop with Test Access	DS1 & ISDN PRI
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B and 1D)	DDS
8. Analog Trunk Port	VGPL
9. Subtending Digital Direct Combination Trunks	VGPL
10. DS3 Dedicated Transport and Loop	DS3
11. Dark Fiber	DS3
12. DSL Loops – Line Sharing	1%Midwest
13. DSL Loops – Non-Line Sharing	5% (No Critical z-value applies)
14. DSL Loops with Line Splitting	1%
15. Analog Line Port	VGPL
16. Broadband DSL Loops – Line Sharing	Parity with ASI (or SBC/Midwest Retail) – Benchmark
17. Broadband DSL Loops – Non-Line Sharing	5% (No Critical z-value applies)
18. Combined voice and data – No Line Sharing	5% (Critical z-value does not apply.)
19. OCN Loops	Diagnostic.
20. EELS • 2 wire analog • 4 wire analog • 2 wire digital • 4 wire digital • Transport (DS0, DS1, DS3, OCx) • Multiplexing	Diagnostic

4d. Measurement	
Percent Mechanized Completion Notifications Returned Within one Day Of Work Completion	
Definition:	
Percent mechanized completion notifications returned within one day	
Exclusions:	
• Exclude non-system hours of operation	
Business Rules:	
Days are calculated by subtracting the date the completion notification was returned to the CLEC minus the work order completion date. Calculated based on calendar days only. If the CLEC accesses SBC/Midwest systems using a Service Bureau Provider, the measurement of SBC/Midwest's performance does not include Service Bureau Provider processing, availability or response time.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
(# mechanized completion notifications returned to the CLEC within 1 day of work completion ÷ total mechanized completion notifications) * 100	Reported by CLEC and all CLECs and SBC/Midwest Affiliate
Measurement Type	
Y3 - Low	
Benchmark:	
97% - The critical z-value does not apply.	

5a. Measurement

Percent Trouble Report Within X Days (I-10 / I-30) of Installation

Definition:

Percent of N, T, C orders, (by circuit for specials), that receive an electronic or manual trouble report on or within 10 calendar days, for POTS/UNE-P, or 30 calendar days for specials) of service order completion.

Exclusions:

- Excludes subsequent reports. A subsequent report is a repair report that is received while an existing repair report is open on the same number.
- Excludes disposition code "11,12 and 13" reports (excludable reports)
- Excludes reports caused by customer provided equipment (CPE) or wiring, Interexchange Carrier/Competitive Access Provider, and informational
- Excludes trouble report received on the due date before service order completion
- Excludes Stand Alone UNE and Interconnection Trunks (Specials)

Business Rules:

POTS/UNE-P

Includes reports received the day after SBC/Midwest personnel complete the service order through 10 calendar days after completion. The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 10 days of service order completion. These will be reported the month that they are closed. This will include troubles taken on the day of completion found to be as a result of a UNE-P conversion.

Resale specials

A trouble report is counted if it is flagged on WFA (Work Force Administration) as a trouble report that had a service order completion within 30 days. It cannot be a repeat report. The order flagged against must be an addition in order for the trouble report to be counted. Specials are selected based on a specific service code off of the circuit ID. . The denominator for this measure is the total count of orders posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within 30 days of service order completion and closed within the reporting month.

Levels of Disaggregation:

- N ,T and C Orders
  - POTS
    - Field Work (FW)
    - No Field Work (NFW)
    - Business class of service
    - Residence class of service
  - UNE-P
    - Field Work (FW)
    - No Field Work (NFW)

Resale Specials:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
(Count of initial electronic or manual trouble reports on or within X (where X is 10 days for POTS, UNE-P, and 30 calendar days for Resale Specials) calendar days of service order completion ÷ total # of orders/total circuits) * 100	Reported for POTS Resale by CLEC, total CLECs and SBC/Midwest

Measurement Type

Y3 - High

Benchmark:

POTS

Resale POTS parity between Field Work compared to SBC/Midwest Field Work (N, T, C order types) and No Field Work compared to SBC/Midwest Retail No Field Work (N, T, C order types). MidwestMidwest

UNE-P

Parity between Field Work New and Move orders compared to SBC/Midwest Field Work New and Move orders. Parity between Field Work Change and Conversion orders compared to SBC/Midwest Field Work Change orders.

Parity between No Field Work New and Move orders compared to SBC/Midwest No Field Work New and Move orders. Parity between No Field Work Change and Conversion orders compared to SBC/Midwest No Field Work Change orders.

Resale Specials Parity with SBC/Midwest Retail

Deleted and Combined With PM 5a

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5c. Measurement

Percent Installation Reports (Trouble Reports) Within "X" calendar days, where "X" is 10 calendar days for 8db loops and 30 calendar days for all other UNEs (I-10/30) of Installation- UNE

Definition:

Percentage of UNEs that receive a customer trouble report within X" calendar days, where "x" is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, of service order completion.

Exclusions:

- Specials and Interconnection Trunks
- UNE-Ps captured in the POTS or Specials measurements
- Trouble report received on the due date before service order completion
- Trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Orders that are not N, T, or C
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters, and bridged taps that are determined to be the cause of trouble.
- PTRs (Provisioning Trouble Reports-Trouble reports on completed orders on the day of completion or before 12:00 on the next business day.
- Trouble reports caused by lack of digital test capabilities on 2-wire BRI and IDSL capable loops where acceptance testing is available and not selected by the CLEC.
- Trouble reports for DSL stand alone loops caused by the lack of loop acceptance testing between CLEC and SBC/Midwest due to CLEC reasons on the due date.
- UNE DS1 Loop trouble reports where CLEC chooses not to do cooperative testing or acceptance testing between CLEC and SBC due to CLEC reasons on the due date

Business Rules:

A trouble report is counted if it is received within "X" calendar days, where "X" is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, calendar days of a service order completion. UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level. The denominator for this measure is the total count of circuits posted within the reporting month. (However, the denominator will at a minimum equal the numerator). The numerator is the number of trouble reports received within "X" calendar days where "X" is 10 calendar days for 8db loops and 30 calendar days for all other UNEs, calendar days of service order completion that were closed during the reporting month.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and / or agreed to by the parties
- DSL loops with line Sharing
- DSL loops with no line sharing
- DSL Loops with Line Splitting
- Broadband service product
  - Broadband loops with Line Sharing
  - Broadband loops with No Line Sharing
  - Combined voice and data loops with No Line Sharing

Calculation:	**Report Structure:**
(Count of UNEs that receive a customer trouble report within "X" calendar days where "X" is 10 calendar days for 8db and 30 calendar days for all other UNEs, of service order completion ÷ total UNEs) * 100	Reported for CLEC and all CLECs, SBC/Midwest or its affiliate.

Measurement Type

Y3 - High

Benchmark:

Parity:	Retail Comparison
1. 8.0 dB Loop without Test Access (FW/NFW)	POTS (Bus FW/NFW) (excluding POTS ISDN)
2. BRI Loop without Test Access	ISDN-BRI (including POTS and Designed ISDN)
3. ISDN BRI Port	ISDN-BRI (including POTS and Designed ISDN)
4. DS1 Loop with Test Access	DS1 & ISDN-PRI
5. DS1 Dedicated Transport	DS1
6. Subtending Channel (23B and 1D)	DDS
7. Analog Trunk Port	VGPL
8. Analog Line Port	VGPL
9. Subtending Digital Direct Combination Trunks	VGPL
10. DS3 Dedicated Transport and loop	DS3
11. Dark Fiber	DS3
12. DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SBC/Midwest Retail)
13. DSL Loops – No Line Sharing	6.0% (No Critical z-value applies)
14. DSL loops with Line Splitting	Parity with ASI Line Sharing
15. Broadband DSL – Line Sharing	Parity with ASI or SBC/MIDWEST Retail
16. Broadband DSL – No Line Sharing	6.0% (Critical z-value does not apply)
17. Combined voice and data – No Line Sharing	6.0% (Critical z-value does not apply)
18. OCN	Diagnostic
19. EELS	Diagnostic

- 2 wire analog
- 4 wire analog
- 2 wire digital
- 4 wire digital
- Transport (DS0, DS1, DS3, OCx)
- Multiplexing

6a. Measurement
Mean Installation Interval
Definition:
Average business days from application date to completion date. (Specials for N, T, and C orders by circuit.)
Exclusions:
• Excludes customer caused misses • Field Work orders – excludes customer requested due dates greater than 5 business days • No Field Work orders – excluded if order applied for before 3:00 PM; and the due date requested is not same day; and if order applied for after 3:00 PM; and the due date requested is beyond the next business day • Excludes all orders except N, T, and C orders • Excludes Weekends and Holidays • Excludes expedites for which the CLEC pays • Stand alone UNE and Interconnection Trunks (Specials) • Customer Caused Misses (Specials) • Excludes expedites for which the Customer pays (Specials)
Business Rules:

POTS
The clock starts on the Application Date, which is the day that SBC/Midwest receives a correct Service Order / LSR (LEXEDI) except in the case of a manually-submitted order (facsimile, US Mail, or other hard-copy delivery service), when the clock starts at FOC date/time. The clock stops on the Completion Date that is the day that SBC/Midwest personnel complete the service order activity. Orders are included in the month they are completed. There are 2 types of orders in the measurement. Same Day Due orders (defined as distribution time EQUAL or BEFORE 3:00 PM and Application Date = Distribution Date = Due Date. Next Day Due orders (defined as distribution time AFTER 3:00 PM and Application Date = Distribution Date and Due Date is 1 business day after Application Date. If the order is Same Day Due, then (Completion – Application Date), if the order is Next Day Due, then ((Completion – Next Business Day) + 1). UNE-Ps, are reported at order level. Customer not ready/no access situation will be found to be SBC/Midwest caused missed due date outside the CLEC provided access hours.

If an order is completed on a Saturday, Sunday or Holiday, SBC/Midwest will include that day in the calculation of interval.

Specials –

The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SBC/Midwest personnel complete the service order activity by circuit. The base of items is out of WFA (Work Force Administration) and this measure is reported at a circuit level.

Levels of Disaggregation:

POTS
- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE-P
- Field Work (FW)
- No Field Work (NFW)

Specials
- Resold Specials - DDS, DS1, DS3, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, DSL and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
[Σ(completion date – application date)]/(Total number of orders/circuits completed)	Reported for CLEC, all CLECs and SBC/Midwest

Measurement Type
Y3 - Diagnostic
Benchmark:
Resale POTS parity between Field Work compared to SBC/Midwest Field Work (N, T , C order types) and No Field Work compared to SBC/Midwest Retail Field Work (N, T, C order types). UNE-P Parity between Field Work compared to SBC/Midwest Field Work (N, T, C order types) and No Field Work compared to SBC/Midwest Retail Field Work. (N, T, C order types) Specials – Parity with SBC/ Midwest Retail

Deleted and Combined with PM 6a

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6c. Measurement

Percent (UNEs) Installations Completed Within The Customer Requested Due Date

Definition:

Measure of UNEs completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SBC/Midwest.

Exclusions:

- Specials and Interconnection Trunks
- Excludes UNE –P captured in the POTS or Specials measurements
- Exclude orders that are not N, T, or C
- Excludes customer caused misses
- Excludes Weekends and Holidays
- Excludes orders captured in PM 6c.1 (LNP With Loop)

Business Rules:

The Application Date is the day that the customer initiated the service request. The Completion Date is the day that SBC/Midwest personnel complete the service order activity by circuit. For orders requiring negotiated due dates, the negotiated due date will be considered the customer requested due date. This measure includes expedites agreed to by SBC/Midwest. This measure is reported at a circuit level.

If an item is completed on a Saturday, Sunday, or Holiday, SBC/Midwest will include that day in the calculation of interval.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and / or agreed to by the parties.
- DSL loops with line Sharing
- DSL loops with no line sharing
- DSL Loops with Line Splitting
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
Count of UNEs installed within the customer requested due date ÷ total UNEs) * 100	Reported for CLEC and all CLECs, and SBC/Midwest for parity measures affiliate as appropriate.

Measurement Type:

Y3 – High

Payments will be made on either a combination of PM 6c and PM 6c.1 or PM 4c, (but not both), whichever yields the higher dollar amount

Benchmark:

95% within the customer requested due date. The following standard offered intervals apply:

- 2 Wire Analog and Digital (1-10) – 3 Days
- 2 Wire Analog and Digital (11-20) – 7 Days
- 2 Wire Analog and Digital (20+) – 10 Days
- BRI Loops (1-10) – 4 Days
- BRI Loops (11-20) – 10 Days
- BRI Loops (20+) – Negotiate
- DS1 loop(includes PRI) (1-10) – 3 Days
- DS1 loop(includes PRI) (11-20) – 7 Days
- DS1 loop(includes PRI) (20+) – 10 Days
- Switch Ports – Analog Port – 2 Days
- Switch Ports – BRI Port (1-50) – 3 Days
- Switch Ports – BRI Port (50+) - 5 Days
- Switch Ports – PRI Port (1-20) – 5 Days
- Switch Ports – PRI Port (20+) – 10 Days
- DS1 Trunk Port (1 to 10) – 3 days
- DS1 Trunk Port (11 to 20) – 5 Days
- DS1 Trunk Port (20+) – ICB
- Dedicated Transport (DS0, DS1, and DS3) (1 to 10) – 3 days
- Dedicated Transport (DS0, DS1, and DS3) (11 to 20) – 5 Days
- Dedicated Transport (DS0, DS1, and DS3) (20+) and all other types – ICB
- DSL with no Line Sharing – Non Conditioned – 5 Days
- DSL with no Line Sharing – Conditioned – 10 Days
- DSL Loops with Line Splitting – Parity with ASI Line Sharing
- Broadband DSL with no Line Sharing – Non Conditioned – 5 Days
- Broadband DSL with no Line Sharing – Conditioned – 10 Days
- EELS (Diagnostic)
    - 2 wire analog
    - 4 wire analog
    - 2 wire digital
    - 4 wire digital
    - Transport (DS0, DS1, DS3, OCx)
    - Multiplexing

(Note – The "standard offered intervals" listed above are no longer relevant since the measure was changed in Version 2.0. of the business rules from "Percent Installations Completed Within "X" Days to "Percent (UNE) Installations Completed Within the Customer Requested Due Date.")

Parity with ASI (or SBC/Midwest Retail)

- DSL with Line Sharing
- Broadband DSL with Line Sharing

6c. 1 Measurement
Percent Installations Completed within the Customer Requested Due Date for LNP With Loop
Definition:

Percent installations completed within the customer requested due date when that date is greater than or equal to the standard offered interval as defined in the CLEC manual or if expedited (accepted or not accepted), the date agreed to by SBC/Midwest

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE-Ps captured in the POTS or Specials measurements.
- Exclude orders that are not N, T, or C.
- Excludes customer caused misses.
- NPAC caused delays unless caused by SBC/Midwest.
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Business Rules:

The start time is the date of the receipt of an accurate LSR. The Completion Date is the day that SBC/Midwest personnel complete the service order activity. If the CLEC submits the LSR prior to 3:00 p.m. the CLEC may request a 3 day interval. If the LSR is submitted after 3:00 p.m. the CLEC can request a 4 day interval. The base of items is out of WFA (Work Force Administration) and it is reported at an order level to account for different measurement standards based on the number of circuits per order.

For partial LNP conversions that require restructuring of customer account:

- 1-30 TNs: Add one additional day to the FOC interval. The LNP due date intervals will continue to be three business days and five business days from the receipt of the FOC depending on whether the NXX has been previously opened or is new.
- >30 TNs, including entire NXX: The due dates are negotiated.

If an item is completed on a Saturday, Sunday, or Holiday, SBC/Midwest will include that day in the calculation of interval.

Levels of Disaggregation:

- Aggregate
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)
- CHC – Diagnostic
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)
- FDT – Diagnostic
  - Loop with LNP (1-10)
  - Loop with LNP (11-20)
  - Loop with LNP (>20)

Calculation:	Report Structure:
Count of UNEs installed within customer requested due date ÷ total UNEs excluding those requested earlier than the standard offered interval) * 100	Reported for CLEC and all CLECs.
Measurement Type:	
Y3 – High Payments will be made on either a combination of PM 6c and PM 6c.1 or PM 4c, (but not both), whichever yields the higher dollar amount	
Benchmark:	
95% within the customer requested due date for aggregate only. CHC and FDT are provided on a diagnostic basis and are not subject to damages or assessments.	

7a. Measurement

Average Delay Days For SBC/Midwest Caused Missed Due Dates - POTS

Definition:

Average calendar days from due date to completion date on company missed orders/circuits.

Exclusions:

- Excludes orders that are not N, T, or C.
- Excludes UNE and Interconnection Trunks (Specials)
- Excludes Customer Caused Misses (Specials)

For Specials Only:

- Excludes any incremental days attributable to the CLEC after the initial SBC/MIDWEST caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by SBC/MIDWEST.

Business Rules:

Resale POTS and UNE-P

The Due Date is the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by SBC/Midwest which is the due date reflected on the FOC. The Completion Date is the day that SBC/Midwest personnel complete the service order activity.UNE-Ps are reported by the order that completes the service activity. POTS and UNE-P are reported at an order level.

Specials - The calculation is the difference in calendar days between the completion date and the due date. The source is WFA (Work Force Administration) and is reported at a circuit level. Specials are selected based on a specific service code off of the circuit ID.

Levels of Disaggregation:

POTS

- Field Work (FW)
- No Field Work (NFW)
- Business class of service
- Residence class of service

UNE-P–

- Field Work (FW)
- No Field Work (NFW)

<u>Resale Specials And all other UNEs:</u>

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinationsing

Calculation:	**Report Structure:**

Σ(Completion date – orders/committed circuitsdue date) ÷ (total # of completed orders/posted circuits with a SBC/Midwest caused missed due date)	Reported for CLEC, all CLECs and SBC/Midwest.
Measurement Type:	
Y3 – Low	
Benchmark:	
Resale POTS parity between Field Work compared to SBC/Midwest Field Work (N, T, and C order types) and No Field Work compared to SBC/Midwest Retail No Field Work (N, T, and C order types). UNE-P Parity between Field Work compared to SBC/Midwest Field Work (N, T, and C order types) and No Field Work compared to SBC/Midwest Retail No Field Work (N, T, and C order types). Resale Specials Parity with SBC/ MIDWEST Retail	

Deleted and Combined with 7a

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7c. Measurement

Average Delay Days For SBC/Midwest Caused Missed Due Dates

Definition:

Average calendar days from the customer requested due date when that date is greater than or equal to the offered interval, or if expedited (accepted or not accepted), the date agreed to by SBC/Midwest which is the due date reflected on the FOC, to completion date on company missed UNEs (8db loops are measured at an order level).

Exclusions:

- Specials and Interconnection Trunks.
- Excludes UNE-Ps captured in the POTS or Specials measurements.
- Excludes orders that are not N, T, or C.
- Excludes any incremental days attributable to the CLEC after the initial SBC/Midwest caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by SBC/Midwest.

Business Rules:

The calculation is the difference in calendar days between the completion date and the FOC due date. The Due Date is the customer requested due date when that date is greater than or equal to the offered interval. If expedited (accepted or not accepted), the Due Date is the date agreed to by SBC/Midwest, which is the due date reflected on the FOC. The data is reported at a circuit level UNEs are selected based on a specific service code off of the circuit ID. This measurement is reported at a circuit level for all UNEs with the exception of 8db loops, which are reported at an order level to facilitate comparison with POTS retail.

Levels of Disaggregation:

UNEs contained in the UNE price schedule, and/or agreed to by parties.

- DSL loops with line Sharing
- DSL loops with no line sharing
- DSL Loops with Line Splitting
- Broadband service product
  - Broadband Loops with Line Sharing
  - Broadband Loops with No Line Sharing
  - Combined voice and data loops with no Line Sharing

Calculation:	Report Structure:
∑(Completion date – committed UNE (÷ (# of posted UNEs with SBC/Midwest caused missed due dates)	Reported for CLEC and all CLECs, SBC/Midwest or affiliates.

Measurement Type:

Y3- Low

Benchmark:

Parity:	**Retail Comparison**
1. 8.0 dB Loop without Test Access (FW)	POTS (Res./Bus FW) (excluding POTS ISDN)
2. 8.0 dB Loop without Test Access (NFW)	POTS (Res./Bus NFW) (excluding POTS ISDN)
3. BRI Loop without Test Access	ISDN/BRI (including POTS and Designed ISDN)
4. ISDN BRI Port	ISDN/BRI (including POTS and Designed ISDN)
5. DS1 Loop with Test Access	DS1 & ISDN-PRI
6. DS1 Dedicated Transport	DS1
7. Subtending Channel (23B and 1D)	DDS
8. Analog Line PortVGPL	
9. Analog Trunk Port	VGPL
10. Subtending Digital Direct Combination Trunks	VGPL
11. DS3 Dedicated Transport and loop	DS3
12. Dark Fiber	DS3
13. DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SBC/Midwest Retail)
14. DSL Loops – No Line Sharing	6.5 Days - No Critical z value applies
15. DSL Loops with Line Splitting	Parity with ASI Line Sharing
16. Broadband DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SBC/Midwest Retail)
17. Broadband DSL Loops – No Line Sharing	6.5 Days - No Critical z value applies
18.Combined voice and data– No Line Sharing	6.5 Days (Critical z-value does not apply)
19. OCN Loops	Diagnostic
20. EELS • 2 wire analog • 4 wire analog • 2 wire digital • 4 wire digital • Transport (DS0, DS1, DS3, OCx) • Multiplexing	Diagnostic

8. Measurement
Average Installation Interval - DSL
Definition:
Average business days from application date to completion date for N, T, and C orders excluding customer caused misses and customer requested due date greater than the offered interval. This measurement is reported at the circuit level.
Exclusions:
• Exclude orders that are not N, T, or C. • Excludes customer requested due dates greater than the offered interval • Excludes customer caused misses. • Excludes Weekends and Holidays. • Excludes expedites (less than 3 days). • Excludes Rejects for non-conformance as to PSD masks if, and only if, the CLEC requests such qualification on the LSR • Excludes any incremental days attributable to the CLEC after the initial SBC/Midwest caused delay. Does not exclude No Access attributable to the end user after the initial due date has been missed by SBC/Midwest.

Business Rules:

The Application Date is the day that the customer authorizes SBC/Midwest to provision the DSL based on the loop qualification. . If the CLEC uses the "one-step" process (combined loop qualification request and LSR), and the loop qualification determines that the existing loop, in its current condition, meets the CLEC's specifications, SBC/Midwest will initiate the service order when the loop qualification is returned from SBC/Midwest engineering and this date will be the application date. If the loop in its current condition does not meet the CLEC's specifications, SBC/Midwest will reject the LSR back to the CLEC and wait for a supplement from the CLEC notifying SBC/Midwest of the appropriate action to take. If the CLEC supplements the LSR to order the DSL, SBC/Midwest will issue the order and the application date will be the date that SBC/Midwest receives the supplement. If the CLEC uses the "two-step" process (loop qualification performed on a pre-order basis) or waives the loop qualification for a loop that pre-qualifies as "green," will issue the order upon receipt of a valid LSR and the Application Date will be the date that receives the valid LSR. The Completion Date is the day that SBC/Midwest personnel complete the service order activity. If the CLEC has requested that Cooperative Acceptance Testing be performed on the loop, the Completion Date is the day that successful Cooperative Acceptance Testing is completed. This is reported at a circuit level.

NOTE: For all of the above scenarios, the CLEC's specifications for the loop will be considered met under the following circumstances:

If the CLEC has specified "AS IS" on the initial LSR, the loop meets the CLEC's specifications if the loop qualification does not show that the end user's address is served exclusively by Digital Loop Carrier ("DLC").

If the CLEC has pre-authorized conditioning on the initial LSR, the loop meets the CLEC's specifications if the loop qualification does not show that the end user's address is served exclusively by DLC. Any load coils, repeaters and/or bridged/end tap greater than or equal to 2.5 kft, revealed on the loop qualification will be removed per the requirements of the SPEC code. If the CLEC pre-authorizes conditioning, CLEC will not have to provide an additional LSR requesting provision of the loop.

Levels of Disaggregation:

- Loops requiring no conditioning with Line Sharing
- Loops requiring conditioning with Line Sharing
- Loops requiring no conditioning with no Line-Sharing
- Loops requiring conditioning with no Line-Sharing
- Loops requiring no conditioning with Line Splitting
- Loops requiring conditioning with line splitting
- Broadband service product (Note: Additional disaggregations may be required as necessary in the future.

Calculation:	Report Structure:
[Σ(completion date - application date)] ÷ (Total number of UNEs completed)	Reported for CLEC and all CLECs, SBC/Midwest or Affiliate.

Measurement Type:
Y3 - Diagnostic
Benchmark:
• Non-Conditioned Loops with no line sharing– 5 Business Days. Critical z-value applies. • Conditioned Loops with no line sharing – 10 Business Days. Critical z-value applies. • Loops with line sharing – Parity with ASI or SBC/Midwest Retail • Loops requiring no conditioning with Line Splitting - Parity with ASI Line Sharing • Loops requiring conditioning with Line Splitting - Parity with ASI Line Sharing

9. Measurement	
Average Response Time for Manual Loop Make-Up Information	
Definition:	
The average time required to provide loop qualification for XDSL capable loops measured in business days.	
Exclusions:	
Manual requests for Loop Makeup Information not initiated by the CLEC; however, manual requests initiated by the LSC as part of the ordering process when no mechanized loop qualification data is available will be included.	
Business Rules:	
For a /EDI/CORBA or EnhancedVerigate initiated request, the start date and time is when the request is received in the Loop Qual System. The end date and time for the /EDI/CORBA or EnhancedVerigate request is when the loop makeup information has either has been e-mailed back to the CLEC or, if the CLEC does not want email, is available in the Loop Qual System. For manual requests for Loop Makeup Information initiated by the LSC as part of the ordering process, the start date and time is the receipt date and time of the good LSR. The end date and time is when the loop makeup information is available in the Loop Qual System.	
Levels of Disaggregation:	
None	
Calculation:	**Report Structure:**
∑(Date and Time the Loop Qualification is made available to CLEC – Date and Time the CLEC request is received)/Total number of loop qualifications	CLEC, All CLECs and SBC/Midwest or its' affiliates (or SBC/Midwest acting on behalf of its' affiliates.
Measurement Type:	
Y3 - Med	
Benchmark:	
3 business days. Critical z-value does not apply.	

Maintenance

10a. Measurement	
Percent Missed Repair Commitments - POTS	
Definition:	
Percent of trouble reports not cleared by the commitment time.	
Exclusions:	
• Excludes all disposition code "11", "12" and "13" reports (excludable reports)	
Business Rules:	
The commitment date and time is established when the repair report is received. The cleared time is the date and time that SBC/Midwest personnel clear the repair activity and complete the trouble report. If this is after the Commitment time, the report is flagged as a 'Missed Commitment'.	
Levels of Disaggregation:	
POTS • Business class of service • Residence class of service • Dispatch • No Dispatch UNE-P • Dispatch • No Dispatch	
Calculation:	**Report Structure:**
(Count of trouble reports not cleared by the commitment time ÷ total trouble reports) * 100	Reported for CLEC, all CLECs and SBC/Midwest
Measurement Type:	
Y3 - High	
Benchmark:	
POTS – Parity with SBC/Midwest Retail. UNE-P – Parity with SBC/Midwest Business and Residence combined.	

10b. Measurement	
Percent Missed Repair Commitments - UNE	
Definition:	
Percent of trouble reports not cleared by the commitment time for SBC/Midwest reasons.	
Exclusions:	
• Specials and Interconnection Trunks • Excludes all UNE Combinations • Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational •	
Business Rules:	
The commitment time is defined as 24 hours for both 8.0dB loops and DSL line sharing. If the cleared date and time minus the receive date and time > 24 hours, it counts as a trouble report that missed the repair commitment. UNEs are selected based on a specific service code off of the circuit ID. (If at such time, the contractual commitment for DSL line sharing changes, this measurement will be changed to reflect the appropriate interval.)	
Levels of Disaggregation:	
• "POTS type" loops (2-Wire Analog 8dB Loop) with test access • DSL Line Sharing	
Calculation:	**Report Structure:**
(Count of trouble reports not cleared by the commitment time for company reasons ÷ total trouble reports) * 100	Reported for each CLEC, all CLECs and SBC/Midwest and SBC/Midwest affiliate.
Measurement Type:	
Y3 - High	
Benchmark:	
• Parity with SBC/Midwest POTS Business (excluding POTS ISDN) • Parity with ASI (or SBC/Midwest Retail) for DSL line sharing	

11a. Measurement

Percent Repeat Reports

Definition:

Percent of customer trouble reports received within X calendar days of a previous customer report, where X is 10 days for POTS, UNE-P and 30 days for Resale Specials.

Exclusions:

- Excludes subsequent reports. A subsequent report is one that is received while an existing repair report is open
- Excludes disposition code "11", "12" and "13" reports (excludable reports)
- Stand Alone UNE and Interconnection Trunks (Specials)
- Excludes reports caused by customer provided equipment (CPE) or wiring, Interexchange Carrier/Competitive Access Provider, and Informational.

Business Rules:

Includes customer trouble reports received within X calendar days of an original customer report, where X is 10 days for POTS and UNE-P and 30 days for Resale Specials. When the second report is received in X days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within X days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE-P

- UNE-P

Resale Specials:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
Count of customer trouble reports, not caused by CPE or wiring and excluding subsequent reports, received within X calendar days of a previous customer report where X is 10 days for POTS and UNE-P and 30 days for Resale Specials ÷ total customer trouble reports not caused by CPE or wiring and excluding	Reported by CLEC, all CLECs and SBC/Midwest

subsequent reports) * 100	
Measurement Type:	
Y3 - High	
Benchmark:	
POTS – Parity with SBC/Midwest Retail. UNE-P – Parity with SBC/Midwest Business and Residence combined. Resale Specials – Parity with SBC/ Midwest Retail	

Delete and combine with PM 11a

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11c. Measurement

Percent Repeat Reports - UNE

Definition:

Percent of customer trouble reports received within 30 calendar days of a previous customer report.

Exclusions:

- Specials and Interconnection Trunks
- UNE-Ps captured in the POTS or Specials measurements.
- Trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters, and bridged taps are determined to be the cause of trouble.
- Trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.

Business Rules:

Includes customer trouble reports received within 30 calendar days of an original customer report. When the second report is received in 30 days, the original report is marked as an Original of a Repeat, and the second report is marked as a Repeat. If a third report is received within 10 days, the second report is marked as an Original of a Repeat as well as being a Repeat, and the third report is marked as a Repeat. In this case there would be two repeat reports. If either the original or the second report within 30 days is a measured report, then the second report counts as a Repeat report.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and / or agreed to by the parties.
- DSL loops with line sharing
- DSL loops with no line sharing
- DSL Loops with Line Splitting
- Broadband service product
  - Broadband Loops with Line Sharing
  - Broadband Loops with No Line Sharing
  - Combined voice and data with No Line Sharing

Calculation:	Report Structure:
Count of customer trouble reports received within 30 calendar days of a previous customer report ÷ total customer trouble reports) * 100	Reported for CLEC, all CLECs and SBC/Midwest and affiliates where appropriate

Measurement Type:

Y3 - High

Benchmark:

Note: The following may not represent an exhaustive list of those UNEs in the UNE price schedule. The UNEs below represent those UNEs that were in place at the time of the previous 6-month review and for which the commission has approved a retail analog or benchmark for comparison purposes.

Parity:	Retail Comparison
1. 8.0 dB Loop without Test Access (FW/NFW)	POTS (Bus FW/NFW) (excluding POTS ISDN)
2. BRI Loop without Test Access	ISDN-BRI (including POTS and Designed ISDN)
3. ISDN BRI Port	ISDN-BRI (including POTS and Designed ISDN)
4. DS1 Loop with Test Access	DS1 & ISDN-PRI
5. DS1 Dedicated Transport	10%
6. Subtending Channel (23B and 1D)	DDS
7. Analog Line Port	VGPL
8. Analog Trunk Port	VGPL
9. Subtending Digital Direct Combination Trunks	VGPL
10. DS3 Dedicated Transport and Loop	10%
11. Dark Fiber	10%
12. DSL Loops – Line Sharing	DSL Loops with line sharing (ASI or SBC/Midwest Retail)
13. DSL Loops with no Line Sharing	9.0% - Critical z-value does not apply
14. DSL Loops with Line Splitting	(Parity with ASI Line Sharing)
15. Broadband DSL – Line Sharing	DSL Loops with line sharing (ASI or SBC/Midwest Retail)
16. Broadband DSL with no Line Sharing	12.0% - Critical z-value does not apply
17. Combined voice and data – No Line Sharing	12.0% (Critical z-value does not apply)
18. OCN Loops	Diagnostic
19. EELS	Diagnostic

- 2 wire analog
- 4 wire analog
- 2 wire digital
- 4 wire digital
- Transport (DS0, DS1, DS3, OCx)
- Multiplexing

12a. Measurement
Mean Time to Restore
Definition:
Average duration in calendar days / clock hours of customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared.
Exclusions:
• Subsequent reports. A subsequent report is one that is received while an existing repair report is open. • Disposition code "11", "12" and "13" reports (excludable reports) • Reports caused by customer provided equipment (CPE) or wiring. • UNE and Interconnection Trunks (Specials) • No Access Time (Specials). • Delayed Maintenance Time (Specials). • Trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational (Specials)
Business Rules:
POTS and UNE-P The clock starts on the date and time SBC/Midwest receives a trouble report. The clock stops on the date and time that SBC/Midwest personnel clear the repair activity and complete the trouble report in WFA or LMOS. Specials The start time is when the customer report is received and the stop time is when the report is closed. Specials are selected based on a specific service code off of the circuit ID.
Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service
- Dispatch
- No Dispatch
- Affecting Service
- Out of Service

UNE-P

- UNE-P Business Class of Service
- UNE-P Residence Class of Service
- Dispatch
- No Dispatch
- Affecting Service
- Out of Service

Resale Specials:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
Σ[(Date and time SBC/Midwest clears ticket with the CLEC) - (Date and time ticket or trouble report is received)] ÷ Total network customer trouble reports	Reported for POTS Resale trouble reports by CLEC, all CLECs and SBC/Midwest

Measurement Type:

Y3 - High

Benchmark:

POTS – Parity with SBC/Midwest Retail.
UNE-P – Business Class of Service – Parity with SBC/ Midwest Business
UNE-P – Residence Class of Service – Parity with SBC/ Midwest Residence.

Out of Service for POTS and UNE-P Combo will be diagnostic.

Specials – Parity with SBC Midwest / retail

Delete and Combine with PM 12a

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12c. Measurement

Mean Time To Restore - UNE

Definition:

Average duration of network customer trouble reports from the receipt of the customer trouble report to the time the trouble report is cleared excluding no access and delayed maintenance.

Exclusions:

- Specials and Interconnection Trunks
- UNE-P captured in the POTS or Specials measurements.
- Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as identified on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of trouble).
- Trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.

Business Rules:

The start time is when the report is received. The stop time is the stop time is when the report is cleared in the appropriate system (WFA for all UNEs except DSL line sharing which is captured in LMOS)..

Levels of Disaggregation:

- DSL loops with line Sharing
- DSL loops with no line sharing
- DSL Loops with Line Splitting
- Broadband service product
  - Broadband loops with Line Sharing
  - Broadband loops with No Line Sharing
  - Combined voice and data with No Line Sharing
- UNEs contained in the UNE price schedule, and / or agreed to by the parties.
- Also disaggregated by Dispatch/No Dispatch.

Calculation:	Report Structure:
Σ[(Date and time trouble report is cleared with the customer) - (date and time trouble report is received)] ÷ total network customer trouble reports	Reported for CLEC, all CLECs and SBC/Midwest and SBC/Midwest Affiliate

Measurement Type:

Y3 - High

Benchmark:

Note: The following may not represent an exhaustive list of those UNEs in the UNE price schedule. The UNEs below represent those UNEs that were in place at the time of the previous 6-month review and for which the commission has approved a retail analog or benchmark for comparison purposes.

Parity:	Retail Comparison
1. 8.0 dB Loop without Test Access Dispatch (FW/NFW)	POTS (Bus FW/NFW) (excluding POTS ISDN)
2. BRI Loop without Test Access Dispatch	ISDN-BRI (including POTS and Designed ISDN)
3. ISDN BRI Port Dispatch	ISDN-BRI (including POTS and Designed ISDN)
4. DS1 Loop with Test Access Dispatch	DS1 & ISDN-PRI
5. DS1 Dedicated Transport Dispatch	4.0 Hours
6. Subtending Channel (23B and 1D) Dispatch	DDS
7. Analog Trunk Port Dispatch	VGPL
8. Subtending Digital Direct Combination Trunks - Dispatch	VGPL
9. DS3 Dedicated Transport and loop Dispatch	3.0 Hours
10. Dark Fiber Dispatch	3.0 Hours
11. Analog Line Port Dispatch	VGPL
12. DSL Loops Dispatch – Line Sharing	Parity with ASI or SBC/Midwest Retail
13. DSL Loops Dispatch – No Line Sharing	9.0 hours - No Critical z-value does not apply
14. Broadband DSL Dispatch – Line Sharing	Parity with ASI or SBC/Midwest Retail
15. Broadband DSL Dispatch – No Line Sharing	9.0 hours - No Critical z-value does not apply
16. Combined Voice and Data – Dispatch	9.0 Hours (Critical z-value does not apply)
17. Optical Loop – Dispatch	Diagnostic
18. 8.0 dB Loop with Test Access-No Dispatch	POTS (Bus)
19. BRI Loop with Test Access-No Dispatch	ISDN
20. ISDN BRI Port-No Dispatch	ISDN
21. DS1 Loop with Test Access-No Dispatch	DS1
22. DS1 Dedicated Transport-No Dispatch	0.75 Hours
23. ISDN/PRI - No Dispatch	DDS
24.DSL Loops–No Dispatch–No Line Sharing	9.0 Hours(Critical z-value does not apply.)
25. DSL Loops - No Dispatch – Line Sharing	Parity
26. DSL loops with Line Splitting	Parity with ASI Line Sharing
27. Analog Trunk Port-No Dispatch	VGPL
28. Subtending DDC Trunks-No Dispatch	VGPL
29. DS3 Dedicated Transport-No Dispatch	0.75 Hours
30. Dark Fiber-No Dispatch	0.75 Hours
31. Analog Line Port-No Dispatch	VGPL
32.. Broadband DSL No Dispatch – Line Sharing	Parity with ASI or SBC/MIDWEST Retail
33.Broadband DSL–No Dispatch–No Line Sharing	9.0 Hours (Critical z-value does not apply)
34. Combined voice and data – No Dispatch– No Line Sharing	9.0 Hours (Critical z-value does not apply)
35. Optical Loop – No Dispatch	Diagnostic
36.EELS	Diagnostic

- 2 wire analog
- 4 wire analog
- 2 wire digital
- 4 wire digital
- Transport (DS0, DS1, DS3, OCx)
- Multiplexing

13a. Measurement

Trouble Report Rate

Definition:

The number of electronic or manual customer trouble reports per 100 lines/(circuits for specials).

Exclusions:

- Excludes reports caused by customer provided equipment (CPE) or wiring
- Excludes all disposition "11", "12" and "13" reports (excludable reports)
- Stand alone UNE and Interconnection Trunks (Specials)
- Trouble reports coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational (Specials)

Business Rules:

CLEC and SBC/Midwest repair reports are entered into and tracked via WFA. They are downloaded nightly into LMOS. Reports are counted in the month they post to LMOS.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service
- UNE-P

Resale Specials:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
[Total number of customer trouble reports ÷ (total lines/circuits ÷100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and SBC/Midwest

Measurement Type:

Y3 - Diagnostic

Benchmark:

POTS – Parity with SBC/Midwest Retail.
UNE-P – Parity with SBC/Midwest Business and Residence combined.
Specials - Parity with SBC/ Midwest Retail.

13a.1 Measurement

Trouble Report Rate net of installation and repeat reports

Definition:

The number of electronic or manual customer trouble reports exclusive of installation and repeat reports within a calendar month, per 100 lines, 100 circuits.

Exclusions:

- Excludes reports caused by customer provided equipment (CPE), Interexchange Carrier/Competitive Access Provider, and Informational or wiring.
- Excludes all disposition "13" reports (excludable reports), with the exception of code 1316, unless the report is taken prior to completion of the service order. (Refer to Appendix 2 for list of Excluded "13" disposition codes).
- Excludes trouble reports included in PM 35.
- Excludes Trouble reports included in PM 41
- Excludes Stand Alone UNE and Interconnection Trunks

Business Rules:

CLEC and SBC/MIDWEST repair reports are entered into and tracked via WFA. They are downloaded nightly into LMOS. Reports are counted in the month they post to LMOS.

Levels of Disaggregation:

POTS

- Business class of service
- Residence class of service

UNE – P

- UNE - P

Resale Specials:

- Resold Specials - DDS, DS1, DS3, DSL, Voice Grade Private Line (VGPL), ISDN - BRI, ISDN – PRI, and any other services available for resale.
- UNE Loop and Port - ISDN and other combinations

Calculation:	Report Structure:
[Total number of customer trouble reports less installation and repeat reports ÷ (total lines, circuits ÷100)]	Reported for POTS Resale trouble reports by CLEC, all CLECs and SWBT.

Measurement Type:

Y3 – High

Benchmark:

POTS
– Parity with SBC/MIDWEST Retail.
UNE Combination – Parity with SBC/MIDWEST Business and Residence combined.

Resale Specials ___ Parity With SBC/MIDWEST Retail

Delete and Combine with PM 13a

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13c. Measurement

Trouble Report Rate - UNE

Definition:

The number of customer trouble reports within a calendar month per 100 UNEs.

Exclusions:

- Specials and Interconnection Trunks
- Excludes UNE-P captured in the POTS or Specials measurements
- Excludes trouble tickets that are coded to Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Excludes DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters, and bridged taps are determined to be the cause of trouble.
- Excludes trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.
- UNE DS1 Loop trouble reports where CLEC chooses not to do cooperative testing or acceptance testing between CLEC and SBC due to CLEC reasons on the due date

Business Rules:

Repair reports are entered into and tracked via WFA by trouble ticket. Reports are counted in the month they post.

Levels of Disaggregation:

- UNEs contained in the UNE price schedule, and / or agreed to by the parties.
- DSL loops with line sharing
- DSL loops with no line sharing
- DSL Loops with Line Splitting
- Broadband service product (Note : Additional disaggregations may be required as necessary in the future)

Calculation:	Report Structure:
[Count of network trouble reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SBC/Midwest and SBC/Midwest affiliates

Measurement Type:

Y3 - Diagnostic

Benchmark:

Parity:	Retail Comparison
1. 8db loops	Parity with SBC/Midwest POTS Business (excluding POTS ISDN)
2. BRI Loop without Test Access	ISDN/BRI (including POTS and Designed ISDN)
3. ISDN BRI Port	ISDN/BRI (including POTS and Designed ISDN)
4. DS1 Loop with Test Access	DS1 & ISDN-PRI
5. DS1 Dedicated Transport	2.0%
6. Subtending Channel (23B and 1D)	DDS
7. Analog Trunk Port	VGPL
8. Analog Line Port	VGPL
9. Subtending Digital Direct Combination Trunks	VGPL
10. DS3 Dedicated Transport and loop	2.0%
11. Dark Fiber	2.0%
12. DSL Loops – Line Sharing	Parity with ASI or SBC/Midwest Retail
13. DSL Loops – Non-Line Sharing	3% - No Critical z-value applies
14. DSL Loops with Line Splitting	Parity with ASI Line Sharing
15. Broadband DSL– Line Sharing	Parity with ASI or SBC/Midwest Retail
16. Broadband DSL Loops – Non-Line Sharing	3% - No Critical z-value applies
17. Combined voice and data – No Line Sharing	3.0% (Critical z-value does not apply)
18. OCN	Diagnostic
19. EELS • 2 wire analog • 4 wire analog • 2 wire digital • 4 wire digital • Transport (DS0, DS1, DS3, OCx) • Multiplexing	Diagnostic

13c.1 Measurement

Trouble Report Rate net of installation and repeat reports

Definition:

The number of customer trouble reports exclusive of installation and repeat reports within a calendar month per 100 UNEs.

Exclusions:

- Specials and Interconnection Trunks.
- UNE Combos captured in the POTS or Specials measurements.
- Customer Premise Equipment, Interexchange Carrier/Competitive Access Provider, and Informational
- Loops without test access - BRI
- DSL loops > 12Kf with load coils, repeaters, and/or excessive bridged tap (as indicated on the Loop Qual) for which the CLEC has not authorized conditioning and those load coils, repeaters and bridged taps are determined to be the cause of trouble.
- PTRs as defined in PM 115
- Trouble reports caused by lack of digital test capabilities on 2-wire and IDSL capable loops where acceptance testing is available and not selected by the CLEC.
- Any trouble reports counted in PM 59 or PM 69.
- UNE DS1 Loop trouble reports where CLEC chooses not to do cooperative testing or acceptance testing between CLEC and SBC/MIDWEST due to CLEC reasons on the due date

Business Rules:

Repair reports are tracked by trouble ticket type. Reports are counted in the month they post.

Levels of Disaggregation:

- See PM 59
- DSL loops with line sharing
- DSL loops with no line sharing
- DSL loops with Line Splitting

Broadband service product

- Broadband Loops with Line Sharing
- Broadband Loops with No Line Sharing
- Combined voice and data loops with no Line Sharing

Calculation:	Report Structure:
[Count of trouble reports less installation and repeat reports ÷ (Total UNEs ÷ 100)]	Reported for CLEC, all CLECs and SWBT and SWB affiliates.

Measurement Type:

Y3 – High

Benchmark:

Note: The following may not represent an exhaustive list of those UNEs in the UNE price schedule. The UNEs below represent those UNEs that were in place at the time of the previous 6-month review and for which the commission has approved a retail analog or benchmark for comparison purposes.

Parity:	Retail Comparison
1. 8.0 dB Loop	Parity with SBC/MIDWEST POTS Business
2. 5.0 dB Loop	VGPL
3. BRI Loop	ISDN
4. ISDN BRI Port	ISDN
5. DS1 Loop	DS1
6. DS1 Dedicated Transport	2.0%
7. ISDN PRI (Subtending Channel (23B and 1D)	DDS
8. Analog Trunk Port	VGPL
10 Analog Line Port	VGPL
11. Subtending Digital Direct Combination Trunks	VGPL
12. DS3 Dedicated Transport and Loop	2.0%
13. Dark Fiber	2.0%
14. DSL Loops – Line Sharing	Parity with ASI
15. DSL Loops – No Line Sharing	3.0% (Critical z-value does not apply.)
16. DSL loops with Line Splitting	Parity with ASI Line Sharing
17. Broadband DSL – Line Sharing	Parity with ASI or SBC/MIDWEST Retail
18. Broadband DSL – No Line Sharing	3.0% (Critical z-value does not apply)
19. Combined voice and data – No Line Sharing	3.0% (Critical z-value does not apply)
20. INP POTS (Res/Bus NFW)	
21. OCN Loops	Diagnostic

22. EELS (Diagnostic)
    - 2 wire analog
    - 4 wire analog
    - 2 wire digital
    - 4 wire digital
    - Transport (DS0, DS1, DS3, OCx)
    - Multiplexing

Interconnection

Deleted with 6-month review 2002

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15. Measurement

Percent Trunk Blockage

Definition:

Percent of calls blocked on outgoing traffic for alternate final (AF) and direct final (DF) trunk groups from SBC/Midwest end office to CLEC end office and from SBC/Midwest tandem to CLEC end office

Exclusions:

- Excludes Weekend and Holidays
- CLECs have trunks busied-out for maintenance at their end, or if they have other network problems which are under their control.
- SBC/Midwest is ready for turn-up on Due Date and CLEC is not ready or not available for turn-up of trunks. , e.g. not ready to accept traffic from SBC/Midwest on the due date or CLEC has no facilities or equipment at CLEC end.
- CLEC does not take action upon receipt of Trunk Group Service Request (TGSR) or ASR within 3 business days (day 0 is the business day the TGSR when a Call Blocking situation is identified by SBC/Midwest or in the timeframe specified in the InterConnection Agreement (ICA).
- If CLEC does not take action upon receipt of TGSR within 10 business days (day 0 as described above) when a pre-service of 75% or greater occupancy situation is identified by SBC/Midwest or in the time frame specified in the ICA.
- If CLEC fails to provide a forecast within the last six months unless a different timeframe is specified in an interconnection agreement.
- For trunks extending from the SBC/Midwest tandem to the CLEC end office designated as final trunks, if CLEC's actual trunk usage for a market region, as shown by SBC/Midwest from traffic usage studies, is more than 25% above CLEC's most recent forecast for the market region, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement as long as the forecasts are received as described in the accessible letter.
- For trunks extending from the SBC/Midwest end office to the CLEC end office, if CLEC's actual trunk usage for a wirecenter or end office, as shown by SBC/Midwest from traffic usage studies, is more than 25% above CLEC's most recent forecast for the wirecenter or end office, which must have been provided within the last six-months unless a different timeframe is specified in an interconnection agreement as long as the forecasts are received as described in the accessible letter.
- The exclusions do not apply if SBC/Midwest fails to timely provide CLEC with traffic utilization data reasonably required for CLEC to develop its forecast or if SBC/Midwest refuses to accept CLEC trunk orders (ASRs or TGSRs) that are within the CLEC's reasonable forecast regardless of what the current usage data is.

Business Rules:	
Twenty days of data consisting of blocked calls and total calls are collected and aggregated each month.	
Levels of Disaggregation:	
• The SBC/Midwest end office to CLEC end office and SBC/Midwest tandem to CLEC end office trunk blockage will be reported separately • By Market Region	
Calculation:	**Report Structure:**
((Count of blocked calls – excluded blocked calls) ÷ total calls offered – excluded blocked calls) * 100	Reported for CLEC, all CLECs and SBC/Midwest
Measurement Type:	
Y3 - High	
Benchmark:	
Blocked calls on Dedicated Trunk Groups not to exceed blocking standard of B.01 {B.01 standard is 1%}.	

Local Number Portability

16 Measurement
CHC/FDT LNP with Loop Provisioning Interval.
Definition:
The % of CHC/FDT LNP with Loop Lines completed by SBC/Midwest within the established provisioning intervals of 60 minutes (1 – 10 lines) and 120 minutes (11 – 24 lines).
Exclusions:
• CHC/FDT LNP with Loop with greater than 24 loops (including multiple LSRs totaling 25 or more lines to the same customer premise on the due date). • CLEC caused delays (e.g., no dial tone from CLEC: CLEC translations) that do not allow SBC/MIDWEST the opportunity to complete CHC/FDT LNP with Loop within the designated interval. • IDLC (pair gain systems) identified on or before the due date. (Thirty calendar days after the filing of the IDLC Report as required in the Business Rule, the IDLC exclusion shall be considered deleted).
Business Rules:
The start time is at the direction of the CLEC and based on a negotiated and scheduled time for coordinated hot cut orders (CHC) and on the frame due time for frame due time (FDT). For CHC orders, the clock starts when the CLEC calls the SBC/Midwest LOC to start the conversion, and ends when the SBC/Midwest technician completes the cross connect to the CLEC facilities and has called the CLEC to notify that the cut-over has been completed. For FDT orders, the clock starts at the frame due time and ends when the SBC/Midwest technician completes the cross connect to the CLEC facilities. This measurement only includes Coordinated Hot Cuts and Frame Due Time with 1-24 loops. A conversion with 25 or more lines (including multiple orders totaling 25 or more lines to the same customer premise on the same due date) is considered a project and is negotiated with the CLEC at the time of conversion.
Levels of Disaggregation:
CHC LNP with loop • 1- 10 lines • 11-24 lines FDT LNP with loop • 1-10 lines • 11-24 lines

Calculation:	**Report Structure:**

Total CHC/FDT LNP with Loop Lines within the designated interval ÷ total CHC/FDT LNP with Loop lines.	Reported by CLEC and all CLECs.
Measurement Type:	
Y3 - High	
Benchmark:	
95%. Payments will only be paid on the combined performance for CHC and FDT.	

B. Collocation

17. Measurement
Percent Missed Collocation Due Dates
Definition:
The percent of SBC/Midwest caused missed due dates for Collocation projects.
Exclusions:
• Exclude any applications rejected for non-payment within the times requested under tariff • Exclude if the CLEC has not submitted their second fifty percent (50%) payment prior to the due date, SBC- Midwest will exclude the job from reporting.
Business Rules:
The clock starts when SBC/Midwest receives, in compliance with the approved tariff, return of proposed layout for space as specified in the application form from the CLEC. However, for purposes of the measure, once SBC/ Midwest provides a quote to a CLEC, the application is deemed to be in compliance with the approved Tariff. The clock stops when the CLEC receives notice in writing or other method agreed to by the parties that the collocation arrangement is complete and ready for CLEC occupancy and CFA/APOT information is made available to the CLEC. If the CLEC does not accept the collocation space because the space is not complete and ready for occupancy as specified, and notifies SBC/Midwest of such within 5 business days, the collocation will be considered not complete and the time frame required for the CLEC to reject the collocation space (up to 5 business days) and any additional time required for SBC/Midwest to complete the space per the specifications will be counted as part of the interval. Any time exceeding the 5 business days will not be counted as part of the interval. Due Date Extensions will be extended when mutually agreed to by SBC/Midwest and the CLEC, or when a CLEC fails to complete work items for which they are responsible in the allotted time frame. However, a due date extension resulting from SBC/ Midwest notification that it will not meet the required interval, will not be considered a change in the due date for purpose of this measure. Moreover, any change in due date requested by SBC/ Midwest for whatever reason will not be considered to be a change in due date for purpose of this measure. A CLEC-requested extended due date will be calculated by adding to the original due date the number of calendar days that the CLEC was late in performing said work items. Work items include but are not limited to: • CLEC return to SBC/Midwest corrected and complete floor plan drawings • CLEC placement of required component(s) • If the business rules and tariff are inconsistent, the terms of the tariff will apply. If inconsistencies are identified, SBC/ Midwest will bring these forward for discussion at the next 6-month review.
Levels of Disaggregation:

- New
- Augments

Note: All approved types, e.g. Cages, Cageless, etc. are now included in these)

Calculation:	Report Structure:
(count of number of SBC/Midwest caused missed due dates for collocation facilities ÷ total number of collocation projects) * 100	Reported for individual CLEC and all CLECs and SBC/Midwest affiliate.
Measurement Type:	
Y3 - High	
Benchmark:	
95% within the due date. Damages and Assessments will be calculated based on the number of days late. Critical z-value does not apply.	

Billing

Deleted with the 6-month review - 2002

OSS

19. Measurement
OSS Interface Availability
Definition:
Percent of time OSS interface is available compared to scheduled availability.
Exclusions:
None
Business Rules:
The total "number of hours functionality to be available" is the cumulative number of hours (by date and time on a 24 hour clock) over which SBC/Midwest plans to offer and support CLEC access to SBC/Midwest's operational support systems (OSS) functionality during the reporting period. "Hours Functionality is Available" is the actual number of hours, during scheduled available time, that the SBC/Midwest interface is capable of accepting or receiving CLEC transactions or data files for processing through the interface and supporting operational support systems (OSS). The actual time available is divided by the scheduled time available and then multiplied by 100 to produce the "percent system availability" measure. SBC/Midwest will not schedule normal maintenance during business hours (8 am. to 5:30 PM. Monday through Friday). When interfaces experience partial unavailability, an availability factor is applied to the calculation of downtime. This factor is stated as a percentage and represents the impact to the CLEC. Determination of the availability factor is governed by SBC/Midwest's Availability Team on a case by case basis. SBC/Midwest's availability team shall provide to CLECs the information supporting the use of any availability factor multiplier used in reporting this measurement. SBC/Midwest shall calculate the availability time rounded to the nearest minute. Whenever the RAF experiences complete unavailability to a CLEC, the full duration of the unavailability will be counted, to the nearest minute and no availability factor will be applied. SBC/ Midwest will make available to CLECs, documentation of all partial availability determination at the time of reporting affected results.
Levels of Disaggregation:

- TCNET (Will be reported only until retired in 2003)
- (Retired November 2002)• EDI/CORBA for Pre-Order (for non-uniform – all functions, for uniform – interface only)
- EBTA
- EBTA GUI
-
- BOP-GUI (as it is implemented in the Midwest region)
- Web LEX
-

Note: (EDI ordering is now being reported by protocol, not by version. So from now until June LSOG4 and 5 will be reported together in EDI SSL3.

- EDI Protocols
- EDI VAN,
- EDI SSL3
- NDM
- (Retired November 2002 as a stand-alone interface)
- Web Verigate
- Web Toolbar
- ARAF
-

Pre-Order Functions for uniform interfaces (four disaggregations will be reported)
1. CSI
2. Address Validation
3. TN Functions
4. LoopQual, Due Date, Dispatch, CFA, PIC/LPIC, CLLI and NC/NCI Functions

Calculation:	**Report Structure:**
((Hours functionality is available during the scheduled available hours) ÷ Scheduled system available hours)) * 100	Reported on an aggregate CLEC basis by interface e.g., , VERIGATE, LEX, EDI and TOOLBAR. The RAF will be reported on an individual CLECs basis
Measurement Type:	
Y3 - High	
Benchmark:	
99.5% for Interfaces, 99% for Pre-Order Functions.. The critical z allowance does not apply on this measurement. No damages are applicable for BOP-GUI. This will be reviewed in 6 months.	

Interconnection

20. Measurement	
Common Transport Trunk Blockage	
Definition:	
Percentage of local common transport trunk groups exceeding 2% blockage.	
Exclusions:	
No data is collected on weekends or holidays.	
Business Rules:	
Common transport trunk groups that reflect blocking in excess of 2% and 1% (if a separate common transport trunk group is established to carry CLEC traffic onlyBlocked calls and total calls are gathered during the official 20 day study for the intraLATA traffic month.	
Levels of Disaggregation:	
• Common trunk groups where CLECs share ILEC trunks, and Common trunk groups for CLECs not shared by ILEC. • By Market Region •	
Calculation:	**Report Structure:**
(Number of common transport trunk groups exceeding 2% blocking ÷ total common transport trunk groups) * 100.	Reported on local common transport trunk groups.
Measurement Type:	
Y3 - High	
Benchmark:	
3% of trunk groups not to exceed 2% blocking. SBC/Midwest shall compare common trunk groups exceeding 1% blockage, reported for switch based CLECs, be compared to SBC/Midwest's dedicated trunk groups designed for B.01 standard for parity compliance (if a separate common transport trunk group is established to carry CLEC traffic only).	

CALCULATION OF PARITY AND BENCHMARK PERFORMANCE AND VOLUNTARY PAYMENTS

I. Z-Tests

- Modified Z-tests, as outlined below, will be used to determine parity when comparing an SBC/Ameritech incumbent LEC's and the CLEC's results for the difference between two means or two percentages, or the difference in two proportions.

- The modified Z-tests are applicable if the number of data points is greater than 30 for averages or means. For measurements with less than 30 data points SBC/Ameritech may use the permutations test or Alternative-1 described under "Qualifications to use Z-Test heading below.

- Parity exists when the measured results in a single month (whether in the form of means, percents, or proportions) for the same measurement, at equivalent disaggregation, for both SBC/Ameritech and the CLEC are used to calculate a Z-test statistic and the resulting value is no greater than the critical Z-value as discussed below.

- For parity measurement results that are expressed as averages or means:

  $Z = (DIFF) / \delta_{DIFF}$

  Where;
  $DIFF = M_{ILEC} - M_{CLEC}$
  M_{ILEC} = ILEC Average
  M_{CLEC} = CLEC Average
  $\delta_{DIFF} = SQRT [\delta^2_{ILEC} (1/ n_{CLEC} + 1/ n_{ILEC})]$
  δ^2_{ILEC} = Calculated variance for ILEC.
  n_{ILEC} = number of observations or samples used in ILEC measurement
  n_{CLEC} = number of observations or samples used in CLEC measurement

- For benchmark measurement results that are expressed as averages or means:

  $z = (DIFF) / 1$

  Where;
  $DIFF = Benchmark - M_{CLEC}$
  M_{CLEC} = CLEC Average

For parity measurement results that are expressed as percentages or proportions:

Step 1:

$$\rho = \frac{(n_{ILEC}P_{ILEC} + n_{CLEC}P_{CLEC})}{n_{ILEC} + n_{CLEC}}$$

Step 2:

$\sigma_{PILEC\text{-}PCLEC} = \text{sqrt}[[\rho(1\text{-}\rho)]/n_{ILEC} + [\rho(1\text{-}\rho)]/n_{CLEC}]$

Step 3:

$Z = (P_{ILEC} - P_{CLEC})/\sigma_{PILEC\text{-}PCLEC}$

Where: n = Number of Observations
P = Percentage or Proportion

- For benchmark measurement results that are expressed as percentages or proportions:

  $Z = (\text{benchmark} - P_{CLEC})/1$

  Where: n = Number of Observations
  P_{clec} = Percentage or Proportion for CLEC

- For measurement results that are expressed as rates or a ratio:

  $z = (DIFF) / \delta_{DIFF}$

  Where;
  $DIFF = R_{ILEC} - R_{CLEC}$
  $R_{ILEC} = num_{ILEC}/denom_{ILEC}$
  $R_{CLEC} = num_{CLEC}/denom_{CLEC}$
  $\delta_{DIFF} = SQRT\ [R_{ILEC}\ (1/denom_{CLEC} + 1/\ denom_{ILEC})]$

II. Qualifications To Use Z-Test:

- The proposed Z-tests are applicable to reported measurements that contain 30 or more data points.

- For measurements where the performance delivered to CLEC is compared to SBC/Ameritech performance and for which the number of data points are 29 or less, The following Alternative may be used:

Alternative 1:

1. For measurements that are expressed as averages, performance delivered to a CLEC for each observation shall not exceed the ILEC averages plus the applicable critical Z-value. If the CLEC's performance is outside the ILEC average plus the critical Z-value and it is the second consecutive month, SBC/Ameritech can utilize the Z-test as applicable for sample sizes 30 or greater or the permutation test to provide evidence of parity. If SBC/Ameritech uses the Z-test for samples under 30, the CLEC can independently perform the permutation test to validate SBC/Ameritech's results.

2. For measurements that are expressed as percentages, the percentage for CLEC shall not exceed ILEC percentage plus the applicable critical Z-value. If the CLEC's performance is outside the ILEC percentage plus the critical Z-value and it is the second consecutive month, SBC/Ameritech can utilize the Z-test as applicable for sample sizes 30 or greater or the permutation test to provide evidence of parity. If SBC/Ameritech uses the Z-test for samples under 30, the CLEC can independently perform the permutation test to validate SBC/Ameritech's results.

Alternative 2:

Permutation analysis will be applied to calculate the z-statistic using the following logic:

1. Choose a sufficiently large number T.
2. Pool and mix the CLEC and ILEC data sets
3. Randomly subdivide the pooled data sets into two pools, one the same size as the original CLEC data set (n_{CLEC}) and one reflecting the remaining data points, (which is equal to the size of the original ILEC data set or n_{ILEC}).
4. Compute and store the Z-test score (Z_S) for this sample.
5. Repeat steps 3 and 4 for the remaining T-1 sample pairs to be analyzed. (If the number of possibilities is less than 1 million, include a programmatic check to prevent drawing the same pair of samples more than once).
6. Order the Z_S results computed and stored in step 4 from lowest to highest.
7. Compute the Z-test score for the original two data sets and find its rank in the ordering determined in step 6.
8. Repeat the steps 2-7 ten times and combine the results to determine P = (Summation of ranks in each of the 10 runs divided by 10T)
9. Using a cumulative standard normal distribution table, find the value Z_A such that the probability (or cumulative area under the standard normal curve) is equal to P calculated in step 8.
10. Compare Z_A with the desired critical value as determined from the critical Z table. If Z_A > the designated critical Z-value in the table, then the performance is non-compliant.

III. Critical Z-Test Value

The following table will be used for determining the Critical Z-value for each measurement. The table can be extended to include CLECs with fewer performance measurements.

Critical Z - Statistic Table

Number of Performance Measurements	Critical Z-value
10-19	1.79
20-29	1.73
30-39	1.68
40-49	1.81
50-59	1.75
60-69	1.7
70 –79	1.68
80 – 89	1.74
90 – 99	1.71
100 – 109	1.68
110 –119	1.7
120 – 139	1.72
140 – 159	1.68
160 – 179	1.69
180 – 199	1.7
200 – 249	1.7
250 – 299	1.7
300 – 399	1.7
400 – 499	1.7
500 – 599	1.72
600 – 699	1.72
700 – 799	1.73
800 – 899	1.75
900 – 999	1.77
1000 and above	Calculated for Type-1 Error Probability of 5%

IV. Methods Of Calculating Per Occurrence Voluntary Payments

Measurements For Which The Reporting Dimensions Are Averages Or Means.

Step 1: Calculate the average or the mean for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measurement. (For benchmark measurements, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the percentage difference between the actual average and the calculated average for the third consecutive month.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by $1500, $900, and $600 for Measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury for that measure.

Measurements For Which The Reporting Dimensions Are Percentages.

Step 1: Calculate the percentage for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measurements, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage for each of the three non-compliant months.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by $1500, $900, and $600 for measurements that are designated High, Medium, and Low respectively: to determine the applicable assessment payable to the U.S. Treasury.

Measurements For Which The Reporting Dimensions Are Ratios Or Proportions.

Step 1: Calculate the ratio for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure. (For benchmark measurements, substitute the benchmark value for the value calculated in the preceding sentences).

Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio for each month of the non-compliant three-month period.

Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply the result by $1500, $900, and $600 for measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

Measurements for Which Payment Is Per Occurrence With A Cap

Voluntary payments are calculated on a per occurrence basis in accordance with the methodologies described above and are payable up to the caps identified in Attachment A-4.

V. Methods Of Calculating Per Measurement Voluntary Payments

Per measurement voluntary payments are payable as detailed in the Voluntary Payments Table below if the actual Z-value exceeds the critical Z-value.

ATTACHMENT A-4

VOLUNTARY PAYMENTS TABLE FOR MEASUREMENTS

Per Occurrence

Measurement Group	
High	$1500
Medium	$900
Low	$600

Per Measurement/Per Occurrence Caps

Measurement Group	
High	$225,000
Medium	$90,000
Low	$60,000

ATTACHMENT A-5a

SBC/Ameritech MEASUREMENT LIST (EXCEPT CALIFORNIA AND NEVADA)

MEASUREMENT LIST (EXCEPT CALIFORNIA AND NEVADA)							
	FPP	Benchmark/ Parity	Measurement Name				Pay
				Y1	Y2	Y3	
OSS	1	B	% FOC received in 'X' hours	M	M	M	occur/cap
	2	B	Average Response Time for OSS preorder interfaces	M	M	M	occur/cap
	3	P	Order Process Percent Flow Through	H	H	H	occur/cap
Provisioning	4a	P	% SBC caused missed due dates - POTS	H	H	H	occur
	4b	P	% SBC/Ameritech caused missed due dates - Design	H	H	H	occur
	4c	P	% SBC/Ameritech caused missed due dates	H	H	H	occur
	4d	B	% Mechanized Completions Returned Within one Day Of Work Completion	L	L	L	occur
	5a	P	Percent Trouble Report Within 10 Days (I-10) of Installation – POTS	H	H	H	occur
	5b	P	Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation - Design	H	H	H	occur
	5c	P	Percent Installation Reports (Trouble Reports) Within 30 Days (I-30) of Installation - UNE	H	H	H	occur
	6a	P	Mean Installation Interval - POTS	H	H	H	occur
	6b	P	Average Installation Interval - POTS	H	H	H	occur
	6c	B	% Installation completed in 'X' days - UNE	M	H	H	occur
	7a	P	Average Delay Days For SBC/Ameritech Caused Missed Due Dates – POTS	L	L	L	occur
	7b	P	Average Delay Days For SBC/Ameritech Caused Missed Due Dates – Design	L	L	L	occur
	7c	P	Average Delay Days For SBC/Ameritech Caused Missed Due Dates – UNE	L	L	L	occur
	8	P	Average installation interval - DSL	H	H	H	occur
	9	P	Average response time for loop qualification information	M	M	M	occur
Maintenance	10a	P	Percent Missed Repair Commitments - POTS	H	H	H	occur
	10b	P	Percent Missed Repair Commitments - UNE	H	H	H	occur
	11a	P	Percent Repeat Reports - POTS	H	H	H	occur
	11b	P	Percent Repeat Reports - Design	H	H	H	occur
	11c	P	Percent Repeat Reports - UNE	H	H	H	occur
	12a	P	Receipt To Clear Duration - POTS	H	H	H	occur
	12b	P	Mean Time To Restore - Design	H	H	H	occur
	12c	P	Mean Time To Restore - UNE	H	H	H	occur
	13a	P	Trouble Report Rate - POTS	H	H	H	occur
	13b	P	Failure Frequency – Design	L	L	L	occur
	13c	P	Trouble Report Rate - UNE	H	H	H	occur
Interconnection	14	B	Average Trunk Restoration Interval for Service Affecting Trunk Groups	M	M	H	occur
	15	B	Percent Trunk Blockage	M	H	H	occur/cap

Local Number Portability	16	B	% Pre-mature Disconnects (Coordinated Cutovers)	M	M	H	occur
Collocation	17	B	% missed collocation due date	M	M	H	occur
Billing	18	B	Billing Timeliness	M	M	H	occur/cap
OSS	19	B	OSS Interface Availability	M	M	H	meas
Interconnection	20	B	Common Transport Trunk Blockage	M	M	H	meas

ATTACHMENT A-6

YEAR 1

CAPS ($M)

State	Annual	Monthly
Arkansas	$ 4.16	$ 0.35
California	$ 79.01	$ 6.58
Connecticut	$ 9.56	$ 0.80
Illinois	$ 30.41	$ 2.53
Indiana	$ 9.71	$ 0.81
Kansas	$ 5.89	$ 0.49
Michigan	$ 23.55	$ 1.96
Missouri	$ 10.87	$ 0.91
Nevada	$ 1.54	$ 0.13
Ohio	$ 17.81	$ 1.48
Oklahoma	$ 7.05	$ 0.59
Texas	$ 40.99	$ 3.41
Wisconsin	$ 9.45	$ 0.79
	$250.00	$ 20.83

ATTACHMENT A-6 (cont'd)

YEAR 2

CAPS ($M)

State	Annual	Monthly
Arkansas	$ 6.24	$ 0.52
California	$ 118.51	$ 9.88
Connecticut	$ 14.34	$ 1.20
Illinois	$ 45.62	$ 3.80
Indiana	$ 14.57	$ 1.21
Kansas	$ 8.83	$ 0.74
Michigan	$ 35.32	$ 2.94
Missouri	$ 16.31	$ 1.36
Nevada	$ 2.31	$ 0.19
Ohio	$ 26.72	$ 2.23
Oklahoma	$ 10.57	$ 0.88
Texas	$ 61.48	$ 5.12
Wisconsin	$ 14.18	$ 1.18
	$ 375.00	$ 31.25

ATTACHMENT A-6 (cont'd)

YEAR 3

CAPS ($M)

State	Annual	Monthly
Arkansas	$ 8.32	$ 0.69
California	$ 158.02	$ 13.17
Connecticut	$ 19.12	$ 1.59
Illinois	$ 60.82	$ 5.07
Indiana	$ 19.42	$ 1.62
Kansas	$ 11.78	$ 0.98
Michigan	$ 47.10	$ 3.93
Missouri	$ 21.75	$ 1.81
Nevada	$ 3.08	$ 0.26
Ohio	$ 35.62	$ 2.97
Oklahoma	$ 14.10	$ 1.18
Texas	$ 81.97	$ 6.83
Wisconsin	$ 18.90	$ 1.57
	$ 500.00	$ 41.67